User's guide

REALPAGE® PAYMENTS

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CHAPTER 1

Payments Overview

Payments supports multiple methods of payments that are completely integrated with OneSite Leasing & Rents. This means resident ledgers are always up-to-date with payment and non-sufficient funds (NSF) notifications. By processing all methods of payments through Payments, transactions are posted to accounting and resident ledgers in real time. This eliminates the need for redundant data entry that is typically found in other payment processing solutions.

Payments offers a number of electronic payment options to improve efficiencies at the leasing office. Payments also provides residents greater convenience in paying their rent. Leasing personnel can utilize a check reader/scanner to instantly convert paper checks into electronic items, swipe a credit card for automatic credit card processing, or your leasing consultants can create a one-time automatic payment, schedule a recurring debit, issue credits, and view real time reports on demand. The optional Resident Portal provides residents with anytime access to a secure web site where they can view online statements as well as pay rent with a single or recurring debit from their checking account or with a credit card.

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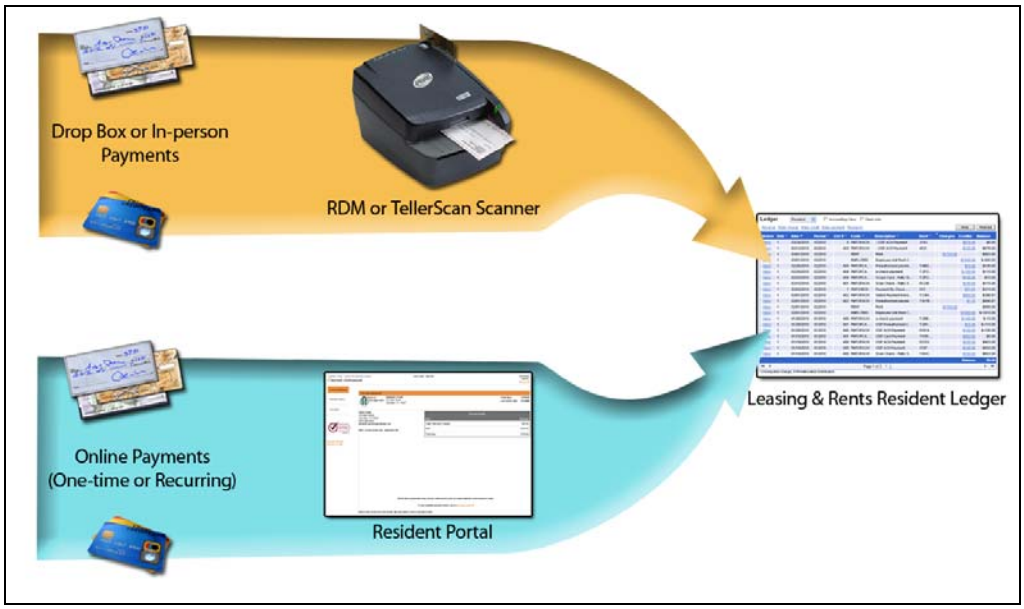
Payments Flowchart

The processing of payments and subsequent exchange of money between accounts varies based on the payment method used. The following diagrams outline the flow of money for the various payment types.


Drop Box or In-person Payments
RDM or TellerScan Scanner
Online Payments (One-time or Recurring)
Resident Portal
Leasing & Rents Resident Ledger

Credit Cards

Payments supports the collection of rent or other charges using credit cards, including American Express, Discover, MasterCard, and Visa. All credit card processing is processed within Payments or the Resident Portal, allowing you to recover a handling or administrative fee. This fee is a fixed dollar amount that you establish.

Check 21

Payments supports the Check 21 Initiative and processes all items electronically—any U.S. check drawn on U.S. funds. This means improving the speed and efficiency of depositing resident's checks and accelerating your cash collections.

Check 21 creates a new negotiable document that includes images of the front and back of original paper checks. This substitute check, also referred to as an image replacement document (IRD), can be processed in the same manner as the original check and is considered its legal equivalent. Rather than transporting and presenting the original check through its normal paper processing process, Payments has the ability to present IRDs electronically.

Types of ACH Transactions

The following types of ACH transactions can be processed:

- **ARC:** Accounts Receivable Collection

  The ARC transaction involves converting a resident check received in the U.S. Mail or at a drop box location. Property managers can streamline their accounts receivable collections by converting checks into ACH transactions. Using a small desktop scanner through Payments, property managers can scan a paper check to initiate a one-time electronic debit to the resident's bank account. Only consumer checks drawn from a U.S. bank account qualify.

- **PPD:** Prearranged payment and deposit

  PPD items, also known as a single debit, are signed, written authorizations from residents. You can use the Payments system for a single debit to the resident's bank account. If rent is due by the fifth and your resident comes into the office but does not have a check to pay the rent, the resident can simply sign a form for a one-time debit to pay the rent avoiding any late charges. By using Payments, the site personnel finds the resident in the system, completes the appropriate fields, such as banking information and amount to debit, and then processes the payment.

- **Recurring:** A recurring debit to a resident

  vWith Payments, you can automatically debit resident bank accounts for a recurring amount each month by having residents sign a recurring debit authorization form. The recurring amount is a fixed or variable charge based on the amount of the current statement of the resident.

- **Web:** Internet initiated entry

  The Resident Portal is an option allowing residents to pay rent or other charges online. The portal allows residents to sign on to a secure web site, review their current statement of charges, make a one-time payment, or set up recurring monthly payments. Through the resident portal feature, residents can view their bills online each month and authorize a payment to pay their rent and other charges now, in the future, or on a recurring basis. The payment can be processed on-demand or it can be set up to automatically debit an account when the payment is due.

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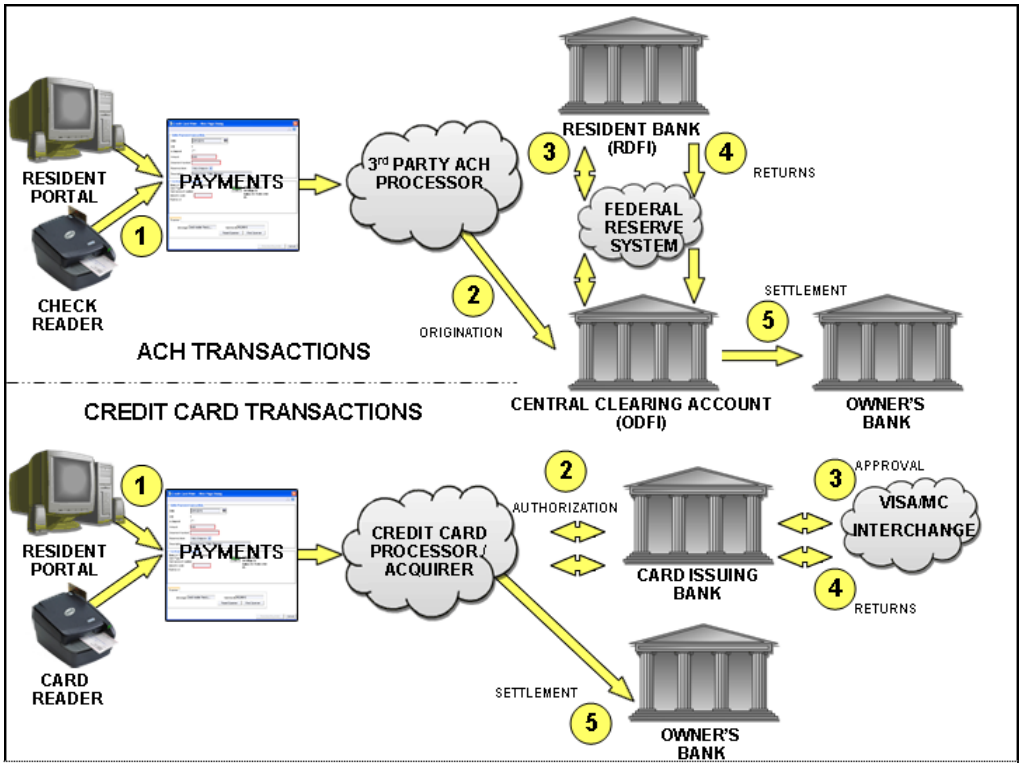
Flow of ACH Transactions

The ACH Network is a batch processing, storage, and forwarding system. Transactions received by the financial institution during the day are stored and then later processed in a batch mode. Rather than sending each payment separately, ACH transactions provide faster processing than paper checks, since paper checks must be physically handled. Instead of using paper to carry necessary transaction information, ACH transactions are transmitted electronically between financial institutions through data transmission.



The following is the flow of ACH transactions:

1. ACH transactions are created by scanning paper checks through a check reader, or ACH transactions are created automatically through the system for a single or recurring payment authorized by the resident. Transactions originated by OneSite Payments are transmitted throughout the day to our third party ACH processor, which is Jack Henry & Associates Company (Nasdaq: JKHY), one of the largest ATM and debit card processing companies in the country.
2. The ACH processor submits ACH transactions as late as 7:00 P.M. Central Time to an ACH clearing bank, also referred to as an Originating Depository Financial Institution (ODFI). The ODFI is nothing more than a central clearing bank for ACH transactions.
3. Prior to processing ACH items, RealPage determines the length of time that funds are held in the central clearing account before they are disbursed to the owner's account. It takes up to two business days for all transactions to process through the ACH Network to know if the item was good or bad. When you order

OneSite Payments, the ACH transactions are processed through the central clearing account with our ODFI. Funds are deposited in the owner's bank account the next business day—less for those accounts that are not at risk for returns. The ODFI then transmits the file containing ACH debits to each resident's bank, also referred to as the receiving depository financial institution (RDFI). Since the Federal Reserve System is a "trusted network," the RDFI is obligated to honor all ACH transactions and 100% of the funds are credited to the owner's clearing account. A return can be a non-sufficient funds (NSF) check, an administrative return, or other returns such as stop or unauthorized payments.

4. The RDFI has up to 48 hours from the effective date of the transaction to determine whether the resident's bank account has sufficient funds to cover the ACH debit or if it should be returned for another reason such as closed account, wrong account, account frozen, etc. If the debit needs to be returned, the RDFI sends a return notification back to the ODFI, and the ODFI passes the return through Jack Henry which will immediately debit the owner's clearing account for the amount of the return. Jack Henry updates OneSite Payments with the return information that automatically posts the information to OneSite Leasing & Rents and issues an alert to the **Alerts & Approvals** messaging system each day.
5. The length of time that funds are held and then become available for transfer from the central clearing account to the owner's operating account is decided between RealPage and the owner. The owner submits an application and supporting documents for using OneSite Payments to RealPage. Owners with a flawless application package are eligible to receive the funds deposited in the central clearing account on a "zero-day hold" basis, which means the funds are transmitted from the central operating account to the owner's bank account the next banking day after receipt. Ordinarily, it takes about three months to demonstrate your ACH activity and establish historical analysis to satisfy the ODFI.

   ACH returns may trickle in over the next 60+ days and will be debited to the owner's operating account as they are received. These types of returns comply with the ACH rules and typically relate to disputed transactions where the resident argues that they never approved the transaction. Residents typically do not prevail with this argument because we have their authorization for the ACH recurring transactions on file, and actual submission of a check is proof of authorization for a paper based transaction. OneSite retains the image of the check or money order to be able to prove this point, if it becomes necessary.
6. ACH fees are debited from the owner's operating account and credited to RealPage for its payment processing services on or about the first of each month. Processing fees due to the ODFI and ACH processor are then distributed by Real Page to the respective parties.

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CHAPTER 2

Compliance

RealPage enables your organization to process electronic transactions using the Automated Clearing House (ACH) Network for ACH transactions and interchange for credit card transactions. The ACH Network is governed by NACHA (National Automated Clearing House Association). NACHA was formed to establish a national set of standards, rules, and procedures governing ACH payments. The Card Association governs the Visa and MasterCard rules. The RealPage system is designed to operate in full NACHA compliance. However, many NACHA stipulations must be carried out by you, the Merchant, Originator, or site personnel, because the Merchant is the Originator of ACH transactions.

This guide provides a summary of what you (site personnel) must do to operate in full compliance with NACHA operating rules as well as the Card Association rules. It is the responsibility of the site personnel to fully comply with these rules and regulations (see your signed RealPage Payment Processing Agreement). If you have any questions about the information presented in this guide, see 2010 ACH Rules Corporate Edition.

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Introduction

The ACH network supports a variety of payment types. Each payment type is governed by a unique set of operating rules and guidelines. NACHA identifies and recognizes each payment type by a specific three-digit code, known as a Standard Entry Class (SEC) code. Below is a list of the payment types supported by RealPage, along with their corresponding SEC Codes:

Payment Types	**SEC Code(s)**
Internet Initiated Checks	WEB
Recurring or Preauthorized Payments	PPD, WEB
Accounts Receivable Check Conversion	ARC

Legal Framework

All payment options are subject to the requirements of the NACHA operating rules, the Electronic Fund Transfer Act, and Regulation E, as promulgated by the Federal Reserve Board.

General Requirements

Checks must be drawn from a U.S. bank account. That is, NO credit card checks, convenience checks, traveler's checks, money orders, etc. can be used for ACH transactions.

Checks that are returned due to non-sufficient or uncollected funds may be re-presented to the resident's bank for payment no more than two times.

Internet Initiated Checks

The “WEB” SEC code is used when the site personnel obtains a resident’s authorization using the Internet to debit the resident’s bank account for an agreed upon amount. This SEC code addresses the unique risk issues inherent to the Internet payment environment through required security procedures and obligations.

The “WEB” SEC code applies to both one-time and recurring Internet-initiated payments. Site personnel and banks must be able to recognize these payments in order to monitor them separately for risk management purposes.

- **One-time payment:** This is a one-time, single transfer of funds. For example, this can be an online purchase of a DVD.
- **Recurring payment:** This is a transfer of funds that has been set up to automatically occur at regular intervals. For example, this can be a monthly debit for a rent payment.

NACHA Compliance for WEB Transactions

If you are the originator of WEB transactions, meaning you are collecting funds from an Internet transaction, then it is ultimately your responsibility to operate in full compliance with the NACHA operating rules. You must comply with the rules and regulations for the following:

- **Authorization Requirements** (on page 11)
- **Eligible Items** (on page 13)
- **Fraud Detection Systems** (on page 13)
- **Verification of Routing Numbers** (on page 13)
- **Security of Internet Session** (on page 13)
- **Annual Audit of Web Site Security** (on page 14)

Authorization Requirements

The site personnel must obtain authorization from a resident prior to initiating a debit entry in the resident’s bank account. If RealPage hosts your Internet **Check pay** page, then resident authorization is included. However, it is the site personnel’s responsibility to store a copy of the authorization.

WEB authorization must meet the following requirements:

- Only the resident may authorize a WEB transaction
- Resident must be able to read the authorization displayed on the computer screen
- Authorization must be readily identifiable as an ACH debit authorization
- Authorization must clearly and conspicuously state its terms, including NSF fee policy in the event of a returned check
- Site personnel should prompt the resident to print the authorization and retain a copy

- Site personnel must be able to provide a hard copy of the authorization upon request
- Authorization must be authenticated by the resident; this occurs, for example, when the resident clicks **Submit payment**
- Authentication must not only identify the resident but also must demonstrate the resident's assent to the authorization
- (Recurring Payments Only) Authorization language must provide the resident with a method to revoke the authorization

Sample WEB Authorization for a Single-Entry Debit

The payment of: $[100.00] will be electronically debited from your account.

I authorize [Merchant Name] to electronically debit the account listed above for the amount of the check, plus applicable sales tax. If this item is dishonored or returned for any reason, I authorize an additional debit of the account listed above for the state maximum returned check fee. By clicking the button below, I agree to the terms of this agreement and authorize this purchase.

Please print this form before pressing the "I accept the terms of this Agreement" button below. Remember to record this purchase in your check register. You will receive an e-mail confirmation of this purchase.

Sample WEB Authorization for Monthly Recurring Debt

The first payment of: $[100.00] will be electronically debited from your account. Then there will be an additional [24] [monthly] recurring payment of $[50.00] on the [15th] day of every [month] beginning [08/15/2003].

I authorize [Merchant Name] to electronically debit the account listed above for the amount of the check, plus applicable sales tax. If this item or any subsequent recurring item is dishonored or returned for any reason, I authorize an additional debit of the account listed above for the state maximum returned check fee. By clicking the button below, I agree to the terms of this agreement and authorize this purchase.

Please print this form before pressing the "I accept the terms of this Agreement" button below. Remember to record this purchase in your check register. You will receive an e-mail confirmation of this purchase. If you need to revoke this authorization, please contact [Merchant Name] customer service at [Merchant's phone number].

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Sample WEB Authorization for Weekly Recurring Debits

The first payment of: $[100.00] will be electronically debited from your account. Then there will be an additional [52] [weekly] recurring payment of $[50.00] on [Mondays] beginning [08/26/2003].

I authorize [Merchant Name] to electronically debit the account listed above for the amount of the check, plus applicable sales tax. If this item or any subsequent recurring item is dishonored or returned for any reason, I authorize an additional debit of the account listed above for the state maximum returned check fee. By clicking the button below, I agree to the terms of this agreement and authorize this purchase. If you need to revoke this authorization, please contact [Merchant Name] customer service at [Merchant's phone number].

Please print this form before pressing the "I accept the terms of this Agreement" button below. Remember to record this purchase in your check register. You will receive an e-mail confirmation of this purchase.

Eligible Items

Checks must be drawn on a consumer account and must be payable in U.S. currency. NACHA requires that site personnel handle ACH transactions in a "commercially reasonable manner." This means the technology, practice, or procedure utilized is one that corresponds to commonly-accepted commercial practices.

Fraud Detection Systems

The site personnel must utilize a "commercially reasonable" system to identify the resident. If RealPage hosts your Internet Check Pay page, then a fraud detection system is included.

- Site personnel can identify a new customer by collecting a drivers license number, Social Security number, or tax ID number
- Existing customers can be identified by shared secrets between the site personnel and the customer (for example, PIN, password or previous transaction history)

Verification of Routing Numbers

The site personnel must deploy a "commercially reasonable" procedure to verify the validity of bank routing numbers. **RealPage pre-scrubs each transaction to verify bank routing numbers and account information.**

Security of Internet Session

The site personnel must employ "commercially reasonable" security technology providing a minimum level of security that is equivalent to 128-bit encryption technology. If RealPage hosts your Internet Check Pay page, then your Internet session is secure. The secure session must begin at the first point of key entry of the resident's financial information on a web site through the transmission of data to the site personnel.

Annual Audit of Web Site Security

The site personnel must conduct an annual audit to ensure that the financial information obtained from residents is protected by security practices and procedures. NACHA provides a number of publications that address the “Annual Audit of Website Security.” Publications can be purchased online at “http://nacha.org.”

The following components must be audited:

- Physical security to protect against theft, tampering, or damage
- Personnel and access controls to protect against unauthorized access and use
- Network security to ensure secure capture, storage, and distribution

For more details on WEB compliance, see 2010 ACH Rules - Corporate Edition.

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Recurring or Preauthorized Payments

The "PPD" SEC code can be used by the site personnel to schedule both one-time and recurring check payments. Through either standing or a single written authorization, the resident gives the site personnel the authority to debit the resident's bank account when bills become due. PPD is also commonly used for direct deposit payroll.

PPD can be used for both single-entry and recurring debits. A recurring debit is based upon a standing written agreement between the site personnel and the resident. A single-entry debit on the other hand, requires written authorization for each debit. For example, if the site personnel choose to initiate a second single-entry transaction for the same resident, the site personnel will need a second written authorization.

Prearranged Payment and Deposit Entry can be used for the following:

- **Preauthorized bill payment** (for example, insurance premiums, mortgage payments, installment loans, utility payments, etc.): The RealPage online system allows the site personnel to schedule one-time debits, as well as daily, weekly, semi-monthly, monthly, or yearly recurring debits.
- **Direct deposit** (for example, payroll, interest, pension, dividends, etc.): RealPage allows site personnel to schedule credit entries to consumer accounts.

NACHA Compliance for Preauthorized Transactions

If you are the originator of PPD transactions, meaning you are collecting funds on a recurring basis or for a single transaction, it is ultimately your responsibility to operate in full compliance with the NACHA operating rules. You must comply with the rules and regulations for the following:

- **Authorization Requirements** (on page 15)
- **Notification** (on page 17)
- **Notice of Change in Amount** (on page 17)
- **Notice of Change in Scheduled Debiting Date** (on page 17)

Authorization Requirements

The site personnel **must obtain signed written authorization** from a resident prior to initiating debit entries in the resident's bank account. A PPD authorization must meet the following requirements:

- Authorization must be in writing, signed by the resident
- Authorization must be readily identifiable as an ACH debit authorization
- Authorization must clearly and conspicuously state its terms, including NSF fee policy in the event of a returned check
- Site personnel must be able to provide a hard copy of the authorization upon request

- Authorization must not only identify the resident but also must demonstrate the resident's assent to the authorization
- Authorization must provide the resident with a method to revoke the authorization
- If the date or the dollar amount changes, the Originator must get new signed authorization from the resident

Sample PPD Recurring Debits Authorization

I (we) hereby authorize [Merchant], hereinafter called the COMPANY, to initiate debit entries to my (our) __ Checking / __ Savings Account (select one) indicated below at the depository financial institution named below, hereafter called DEPOSITORY, and to debit or credit the same to such account. If this item is returned unpaid, I authorize an additional returned check fee of the maximum amount as allowed by the state to be charged to this account.

Depository Name:

_____

Routing Number: _____ Account Number:_____

Same amount to be debited each billing period $_____

Or, I approve varying amounts between a range of $_____ and $ _____

Or, varying amounts not to exceed $_____

Number of Payments_____, or indefinitely (check here) __

Frequency of Payments: (select one):

__ Daily __ Monthly __ Weekly __ Semi-monthly __ Yearly

This authorization is to remain in full force and effect for the number of payments authorized above or until the COMPANY has received written notification from me (or us) of its termination, in such time and such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name: _____

ID #:_____

Date: _____

Signature:_____

Please attach a voided check to this authorization.

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Sample PPD Single-Entry Debit Authorization

I (we) hereby authorize [Merchant], hereinafter called the COMPANY, to initiate debit entries to my (our) __ Checking / __ Savings Account (select one) indicated below at the depository financial institution named below, hereafter called DEPOSITORY, and to debit or credit the same to such account. If this item is returned unpaid, I authorize an additional returned check fee of the maximum amount as allowed by the state to be charged to this account.

Depository Name:
_____

Amount: $_____ Routing Number: _____ Account Number:_____

This authorization is to remain in full force and effect for the payment authorized above or until the COMPANY has received written notification from me (or us) of its termination, in such time and such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name: _____

ID #:_____

Date: _____
Signature:_____

Please attach a voided check to this authorization.

Notification

The site personnel must provide the resident with an electronic or hard copy of the authorization. RealPage provides this service for a small fee.

Notice of Change in Amount

If a billing amount differs from the preauthorized amount, the site personnel must send the resident written notification of the new dollar amount and the date on or after which it will be debited. Written notice must be sent at least 10 calendar days prior to the scheduled debit.

- Site personnel must also get new signed authorization from the resident
- The resident may choose to receive notice only if the amount falls outside a specified range or if a new entry differs by more than an agreed upon amount

Notice of Change in Scheduled Debiting Date

If the site personnel change the date on or after which payments are scheduled, the site personnel must send the resident written notification of the new date. Written notice must be sent at least seven (7) calendar days prior to the scheduled debit.

- Site personnel must also get new signed authorization from the resident
- Variation in payment dates due to Saturdays, Sundays, or bank holidays are not considered to be changes in scheduled dates

For more details on PPD compliance, see 2010 ACH Rules - Corporate Edition.

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Accounts Receivable Check Conversion

The “ARC” SEC code enables site personnel to convert consumer checks, received through the mail or at a drop box location, into single-entry ACH debits.

ARC Check Conversion provides site personnel a more efficient way to process consumer checks that have been mailed in, or placed in a drop box, to pay for goods and services. ARC entries are considered to be ACH items from start to finish. The site personnel must utilize a check reading device. Each paper check is used by the site personnel solely as a source document for the dollar amount, routing #, account #, and the check’s serial #. After conversion, the original check is destroyed.

How an ARC Transaction Works

1. The check writer sends a check to the merchant (either through the mail or at a drop box location).
2. The merchant feeds the check through a check reader that captures the MICR data and an image of the check.
3. The electronic check information is sent to RealPage for processing.
4. The original paper check is destroyed within 14 days of the settlement date.

NACHA Compliance for ARC Transactions

If you are the originator of ARC transactions, meaning you are the one collecting the payments, then it is ultimately your responsibility to operate in full compliance with NACHA operating rules. You must comply with the rules and regulations for the following:

- **Eligible Items** (on page 19)
- **Capturing MICR and Resident Information** (on page 20)
- **Authorization and Notification Requirements** (on page 20)
- **Collection of Fees** (on page 20)
- **Retention of Source Document (Check)** (on page 21)

Eligible Items

Site personnel may only accept a check as a source document for ARC under the following circumstances:

- Check was sent through the mail or delivered to a drop box
- Check must be drawn on a consumer account
- Check contains a pre-printed serial number
- Check is completed and signed by the resident
- Check must be payable in U.S. currency only

Unacceptable checks include the following:

- Corporate checks, third party checks, credit card checks, cashier's checks, money orders, traveler's checks, demand drafts, official checks, government checks
- Checks drawn on the Treasury of the United States, a Federal Reserve Bank, or a Federal Home Loan Bank

Capturing MICR and Resident Information

NACHA sets forth specific guidelines on how the site personnel must capture check information:

- Site personnel must use a check scanning device to electronically capture MICR information (for example, routing number, account number, and serial number)
- Site personnel **may not manually enter MICR information** from the check (site personnel may enter corrections to an error made by the check reading device)
- Site personnel may manually enter the transaction amount

Authorization and Notification Requirements

The site personnel must notify the resident in advance that information on the check will be used to initiate an ACH debit to the resident's account, and that by sending the check, the resident authorizes the site personnel to do so.

- Notice must clearly and conspicuously state that receipt of the check will authorize an ACH debit to the resident's account in accordance with the terms of the check
- Notice must state that the consumer can choose not to have their checks converted
- For mailed-in checks, notice should be clearly displayed on an invoice or statement; for drop box items, notice should be clearly displayed on a sign at the drop box location

Collection of Fees

ARC entries must accurately reflect the source document. In other words, the dollar amount, the routing number, the account number, and the serial number must be the same as the original paper check. **Additional fees may not be added to an ARC entry**.

- If the site personnel want to collect a returned check fee through the ACH Network, then a separate PPD entry must be originated. The site personnel must follow the authorization requirements for a PPD entry and must also include language in the ARC notice.
- If the site personnel choose to NOT collect returned check fees within the ACH Network, another payment mechanism may be utilized. The site

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personnel should consult legal counsel for any language requirements for any state/federal laws.

Retention of Source Document (Check)

The site personnel must retain a reproducible, legible, image, microfilm, or copy of the front of each check for two years from the settlement date of an ARC entry. Check reading devices may have image capture capability. RealPage will store the site personnel's electronic check images for a small per item fee.

- The original paper check must be destroyed within 14 days of the settlement date
- An electronic or hard copy of front of the check must be kept for two years from the settlement date
- If the resident's bank submits a written request for proof authorization to debit the account, the site personnel's bank has 10 days to send the resident's bank a copy of the front of the check

Sample ARC Notification

If paying by check, please be aware that you are authorizing [Merchant Name] to use the information on your check to make a one-time electronic debit to your checking account. This electronic debit will be for the amount indicated on your check. If you do not have sufficient funds in your account, a returned check fee of $[Amount] will be debited from your account. If you have any questions, or choose not to have your check converted into an electronic item, contact [Merchant Name] at [Merchant Phone #].

CHAPTER 3

Prospect, Applicant, and Resident Transactions

Payments integrates directly with OneSite at your property. Depending on the options selected at your property, you can scan checks, swipe credit cards, and set up preauthorized payments. This allows you to streamline your monthly payment processing by converting payment items into electronic payments for a number of payments, including:

- Lease payments
- Application fees
- Security deposits
- Utility payments
- Pet deposits
- Administrative fees

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Scan Check

Use the **Scan check** page to scan checks, cashier's checks, or money orders for a prospect, applicant, or resident.

The transaction date for your scanned payment is your OneSite Leasing & Rents property date at the time that they payment is scanned. If you do NOT want to assess late fees for a payment received in a night deposit box, then you can process these payments before advancing your Leasing & Rents property date. With this, the payment is posted as of the prior day.

Before You Begin

Before scanning a check for a prospect, applicant, or resident ensure that:

- The applicant or resident is able to submit this type of payment. Some residents may not be allowed to make certain types of payments, based on the information on the **Special/collection status** page.
- The scanner is connected to the computer and operating properly.
- The check, cashier's check, or money order is properly completed and signed.
- In order to scan a check for a prospect, the **Allow prospect screening** setting in Screening options setup must be selected.
- You have the "Perform scan check transactions" right.

How to Get Here

For Prospects

Prospects ➔ Find prospect ➔ More ➔ View ledger ➔ Enter payment ➔ Scan check

1. Click the **Prospects** tab.
2. Find the prospect that you want to work with.
3. In the **Actions** column, click the **More** link, and then choose **View ledger**.
4. Click **Enter payment**, and then choose **Scan check**.

Prospects ➔ Find prospect ➔ View ➔ View ledger ➔ Enter payment ➔ Scan check

1. Click the **Prospects** tab.
2. Find the prospect that you want to work with.
3. Click **View**.
4. In the **Actions** column, click **View ledger**.
5. Click **Enter payment**, and then choose **Scan check**.

For Applicants

Applicants ➔ Find applicant ➔ More ➔ Scan check

1. Click the **Applicants** tab.
2. Find the applicant that you want to work with.
3. In the **Actions** column, click the **More** link and then choose **Scan check**.

Applicants ➔ Find applicant ➔ View ➔ Enter payment ➔ Scan check

1. Click the **Applicants** tab.
2. Find the applicant that you want to work with.
3. In the **Actions** column, click the **View** link to open the **Applicant at a glance** page.
4. In the **Actions** column, click **Enter payment** and then click **Scan check**.

Applicants ➔ Find applicant ➔ More ➔ Resident ledger ➔ Enter payment ➔ Scan check

1. Click the **Applicants** tab.
2. Find the applicant that you want to work with.
3. In the **Actions** column, click the **More** link, and then choose **Resident ledger**.
4. Click **Enter payment**, and then choose **Scan check**.

Applicants ➔ Find applicant ➔ View ➔ Resident ledger ➔ Enter payment ➔ Scan check

1. Click the **Applicant** tab.
2. Find the applicant that you want to work with.
3. Click **View**.
4. In the **Actions** column, click **Resident ledger**.
5. Click **Enter payment**, and then choose **Scan check**.

For Residents

Residents ➔ Find resident ➔ More ➔ Scan check

1. Click the **Residents** tab.
2. Find the resident that you want to work with.
3. In the **Actions** column, click the **More** link and then choose **Scan check**.

Residents ➔ Find resident ➔ View ➔ Enter payment ➔ Scan check

1. Click the **Residents** tab.
2. Find the resident that you want to work with.
3. In the **Actions** column, click the **View** link to open the **Resident at a glance** page.

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4. In the **Actions** column, click **Enter payment**, and then click **Scan check**.

Residents ➔ Find resident ➔ More ➔ Resident ledger ➔ Enter payment ➔ Scan check

1. Click the **Residents** tab.
2. Find the resident that you want to work with.
3. In the **Actions** column, click the **More** link, and then choose **Resident ledger**.
4. Click **Enter payment**, and then choose **Scan check**.

Residents ➔ Find resident ➔ View ➔ Resident ledger ➔ Enter payment ➔ Scan check

1. Click the **Resident** tab.
2. Find the resident that you want to work with.
3. Click **View**.
4. In the **Actions** column, click **Resident ledger**.
5. Click **Enter payment**, and then choose **Scan check**.

Processing a Check, Cashier's Check, or Money Order

1. Wait for the **Scan check** box to open and fully load.
2. Insert the item into the digital check scanner. The scanner will pull the item through the scanner and begin processing the scans. Wait until the scan has been completely processed before entering information. For checks, the check number will automatically be inserted into the **Doc #** field.
3. Ensure that there is a green check mark ✔ in the **Image quality** and **MICR quality** columns. If not, try cancelling, reopening the **Scan check** page, and trying again. In some instances, you may need to repair the MICR line manually. For more information, see **Repairing the MICR line** (on page 28).

   If you are constantly having issues with image and MICR quality in your scans, you may need to clean your scanner. Refer to the manual that came with your scanner for detailed instructions.

4. The **Date** field defaults to today's property date, but you can modify the date to an earlier date, if needed.
5. Enter the amount of the item in the **Total check amount $** field. This field is required.
6. The description field defaults to "Scan Check - (person's name)", but you can modify this field as necessary.
7. In the *Transaction details* section, the **Doc #** field is required. For most checks, this number will be inserted automatically when the check is scanned. For cashier's checks and money orders, use this field to record the last five digits of the identification number.

8. From the **Ledger** drop-down list, select the ledger that you want to apply the payment to. For example, if the check is for a deposit, choose”Deposit” from the list.
9. Enter the amount of the item in the **Transaction amount** field. This amount must match the amount that you entered in the **Total check amount $** field before you can process the payment.
10. In the **Trans type** field, choose the transaction type from the drop-down list. You can choose “ACH” or “IRD.” If you are unsure which to use, leave this at the default. If the item scanned is recognized as an IRD (for example, a money order), you will not be able to modify this field.
11. Click **Process payment**. The **Scan check** box will close and the payment entry will display on the ledger that you selected.

If the **Process payment** button is not available after completing all of the fields, the applicant or resident may not be allowed to use this type of payment on the **Special/collection status** page.

Repairing the MICR Line

You may need to perform this procedure if there is a red “x” ✘ in the **MICR quality** column after scanning an item.

The MICR line at the bottom of a check contains information including the account number and routing number of the item. This information is critical to ensure that the check is properly funded and processed. If you scan a check and the MICR line is damaged or not scanning correctly, you can manually repair the MICR line.

1. Before attempting to manually repair the MICR line, try to rescan the item to see if the MICR quality can be improved through scanning.
2. In the *Image details* section, click the **MICR** tab.
3. In the MICR field, locate any question marks (?), and replace them with the appropriate numbers by comparing against the actual check or scanned image.

   MICR lines are comprised of numbers and symbols. To replace any number, just type the number in. If you need to replace any of the symbols, use the corresponding letter as shown below.

Symbol on check	Letter to type	Description
	t	Bank transit symbol
	o	OnUs symbol
	a	Amount symbol
	-	Dash symbol

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4. Click **Repair**. The MICR quality column will display a green check mark ✔.

Resetting the Check Scanner

1. During normal use, the check scanner should always be connected to Leasing & Rents. However, in instances where the interface is interrupted, you may need to reset the scanner.
2. In the **Image details** section, click the **Scanner** tab.
3. Click **Reset scanner**.
4. Click **Find scanner**. Once the scanner is found, the **Message** field displays "Device connected ...Ready for scanning," and the **Terminal #** displays the identification number for your scanner.

Fields

(Main Details)

Date	This defaults to the current property date. You can modify this to a past date, but not a future date. If you need to schedule a payment for a future date, use the preauthorized payments functionality.
Total check amount $	This is the total amount on the check. This amount should be equal to the **Trans type** or you will not be able to process the payment. This field is required.
Description	This is the description of the item. By default, this is "Scan Check - (Person's Name)," but you can change this as required.

Transaction Details

Actions	• **Delete:** This option is not currently enabled. • **More:** The following option is available. • **Resident ledger:** This opens the resident ledger for the applicant or resident.
Seq	This is the sequence number of the transaction. If you have multiple transactions, they will be listed in numerical sequence.
Last name, first name	This is the name of the resident or applicant.
Bldg/Unit	This is the unit number of the applicant or resident. If your property uses building numbers, the building number will also be displayed here.

Doc#	This is the document number of the scanned item. This field is required. If you are scanning a check, this number should be automatically entered once the check is scanned. If you are scanning a money order or cashier's check, enter the last five digits of the ID number in this field.
Ledger	This is the ledger where the payment will be applied. You can choose between: • **Resident:** The payment will be applied to the resident ledger. • **Deposit:** The payment will be applied to the deposit ledger.
Ledger balance	This is the current ledger balance for the person.
Transaction amount	Enter the total amount of the check here. This amount should be equal to the **Total check amount $** or you will not be able to process the payment. This field is required.
Trans type	This is the type of transaction. In most instances, this will be automatically selected. Options include: • **ACH:** ACH should be used for most checks. • **IRD:** IRD should be used for money orders, cashier's checks.
Image quality	This shows the quality of the scan. You can also inspect the quality of the scan. The front and back sides of the scan are displayed in the *Image details* section below. • ✔: This means that the scan quality is acceptable. • ✘: This means that the scan quality is not acceptable. If this occurs, you should cancel and rescan the item.
MICR quality	This shows the quality of the magnetic ink line on the scanned item. • ✔: This means that the scan quality is acceptable. • ✘: This means that the scan quality is not acceptable. If this occurs, you should click the **MICR** tab in the **Image details** section and confirm that the MICR line was recorded properly. Otherwise, you may need to repair this information to ensure that the payment is recorded successfully.

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Status

The status column shows the status for the scanned item. If the status is truncated, you can hover over it to see the full message. There are a number of possible statuses, including:

- **ACH transaction types are not allowed:** You will see this status message if your property is not set up to accept ACH payments.
- **ACH opt out:** You will see this status message when the **ACH opt out** option is selected under **Special/collection status** for the person. This signifies that the person has chosen not to have payments processed using ACH. Instead, payments will be processed as an IRD instead.
- **Association missing:** You will see this status message if an applicant or resident is not associated with the scanned item.
- **Document number missing:** You will see this status message if the there is not a valid document number for the scanned item.
- **Do not allow check:** You may see this status message when the **Do not allow check** option is selected under **Special/collection status** for the person.
- **Do not allow money order:** You will see this status message when the **Do not money order** option is selected under **Special/collection status** for the person.
- **Invalid association: Eviction:** You will see this status message when the **Eviction proceedings started** option is selected under **Special/collection status** for the person.
- **Transaction amount missing:** You will see this status message if the Transaction amount has not been completed.
- **Transaction amount exceeds ACH deposit payment limit:** You will see this status message if the amount of the scanned item is over a transaction limit for the ACH deposits transaction code. Usually, this message is a result of mistyping the transaction amount or forgetting to include a decimal point.
- **Transaction amount exceeds ACH rent payment limit:** You will see this status message if the amount of the scanned item is over a transaction limit for the ACH rent transaction code. Usually, this message is a result of mistyping the transaction amount or forgetting to include a decimal point.

- **Transaction amount exceeds IRD deposit payment limit:** You will see this status message if the amount of the scanned item is over a transaction limit for the IRD deposits transaction code. Usually, this message is a result of mistyping the transaction amount or forgetting to include a decimal point.
- **Transaction amount exceeds IRD rent payment limit:** You will see this status message if the amount of the scanned item is over a transaction limit for the IRD rent transaction code. Usually, this message is a result of mistyping the transaction amount or forgetting to include a decimal point.
- **Invalid association: in collection:** You will see this message when the **In collection status** option is selected under **Special/Collection status** for this person.
- **MICR line is not valid:** You will see this message if there is an issue with the MICR line on the scanned item.
- **IRD transaction types are not allowed:** You will see this status message if your property is not set up to accept IRD payments.

Image details

Front The **Front** tab displays a black and white image of the front side of the check. This only displays after you scan an item.

Back The **Back** tab displays a black and white image of the back side of the check. This only displays after you scan an item.

MICR The **MICR** tab displays the magnetic ink rounting and account number that is printed the check or money order. This number only displays after you scan an item. If necessary, you can manually repair the number here.

Scanner The **Scanner** tab displays status information about your scanner.

- **Message:** When the scanner is connected properly, this displays “Device connected... Ready for scanning.”
- **Terminal:** This is the terminal number for your scanner.

Buttons

Scan Check

Process payment This sends the payment for processing. This button is not available until all required fields are completed.

Cancel This cancels the scanned item. It is not submitted for processing.

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Image Details

(MICR) Repair	If you need to repair the MICR information, click **Repair** to save your changes.
(MICR) Help	This opens a help page that explains the MICR symbols and explains the repair procedure.
(Scanner) Reset scanner	This resets the connection between the check scanner and Payments.
(Scanner) Find scanner	This locates the check scanner and establishes a connection.

Swipe Card

Use the **Swipe card** page to collect a credit or debit card payment for a prospect, applicant, or resident. Your property may choose to accept any of the following types of credit cards for payment:

- American Express
- Discover
- MasterCard
- Visa

The transaction date for your scanned payment is your OneSite Leasing & Rents property date at the time that they payment is scanned. If you do NOT want to assess late fees for a payment received in a night deposit box, then you can process these payments before advancing your Leasing & Rents property date. With this, the payment is posted as of the prior day.

Before You Begin

Before scanning a credit card for a prospect, applicant, or resident ensure that:

- The scanner is connected to the computer and operating properly.
- In order to scan a credit card for a prospect, the **Allow prospect screening** setting in Screening options setup must be selected.
- You have the "Perform swipe card transactions" right.

How to Get Here

For Prospects

Prospects ➔ Find prospect ➔ More ➔ View ledger ➔ Enter payment ➔ Swipe card

1. Click the **Prospects** tab.
2. Find the prospect that you want to work with.
3. In the **Actions** column, click the **More** link, and then choose **View ledger**.
4. Click **Enter payment**, and then choose **Swipe card**.

Prospects ➔ Find prospect ➔ View ➔ View ledger ➔ Enter payment ➔ Swipe card

1. Click the **Prospects** tab.
2. Find the prospect that you want to work with.
3. Click **View**.
4. In the **Actions** column, click **View ledger**.
5. Click **Enter payment**, and then choose **Swipe card**.

For Applicants

Applicants ➔ Find applicant ➔ More ➔ Swipe Card

1. Click the **Applicants** tab.
2. Find the applicant that you want to work with.
3. In the **Actions** column, click the **More** link and then choose **Swipe card**.

Applicants ➔ Find applicant ➔ View ➔ Enter payment ➔ Swipe card

1. Click the **Applicants** tab.
2. Find the applicant that you want to work with.
3. In the **Actions** column, click the **View** link to open the **Applicant at a glance** page.
4. In the **Actions** column, click **Enter payment**, and then click **Swipe card**.

Applicants ➔ Find applicant ➔ More ➔ Resident ledger ➔ Enter payment ➔ Swipe card

1. Click the **Applicants** tab.
2. Find the applicant that you want to work with.
3. In the **Actions** column, click the **More** link, and then choose **Resident ledger**.
4. Click **Enter payment**, and then choose **Swipe card**.

Applicants ➔ Find applicant ➔ View ➔ Resident ledger ➔ Enter payment ➔ Swipe card

1. Click the **Applicants** tab.
2. Find the applicant that you want to work with.
3. Click **View**.
4. In the **Actions** column, click **Resident ledger**.
5. Click **Enter payment**, and then choose **Swipe card**.

For Residents

Residents ➔ Find resident ➔ More ➔ Swipe card

1. Click the **Residents** tab.
2. Find the resident that you want to work with.
3. In the **Actions** column, click the **More** link and then choose **Swipe card**.

Residents ➔ Find resident ➔ View ➔ Enter payment ➔ Swipe card

1. Click the **Residents** tab.
2. Find the resident that you want to work with.
3. In the **Actions** column, click the **View** link to open the **Resident at a glance** page.

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4. In the **Actions** column, click **Enter payment**, and then click **Swipe card**.

Residents ➔ Find resident ➔ More ➔ Resident ledger ➔ Enter payment ➔ Swipe card

1. Click the **Resident** tab.
2. Find the resident that you want to work with.
3. In the **Actions** column, click the **More** link, and then choose **Resident ledger**.
4. Click **Enter payment**, and then choose **Swipe card**.

Residents ➔ Find resident ➔ View ➔ Resident ledger ➔ Enter payment ➔ Swipe card

1. Click the **Residents** tab.
2. Find the resident that you want to work with.
3. Click **View**.
4. In the **Actions** column, click **Resident ledger**.
5. Click **Enter payment**, and then choose **Swipe card**.

Processing a Credit Card Payment

1. Wait for the **Credit card view** box to open and fully load.
2. The **Date** defaults to the current property date.
3. If the payment is for a deposit, select the **Is deposit** check box. The processed payment will display on the person's deposit ledger.
4. Enter the amount of the transaction in the **Amount** field.
5. Swipe the credit card through the card reader. The **Document number** and *Card account information* section will complete automatically.
6. If there is not already a billing address, click **MAIN ST** and complete the billing address. This address should match the person's credit card billing address.
7. Enter the three or four-digit CVV2 number that is printed on the card in the **Security code** field.
8. Click **Process payment**. You will receive a message that the payment has posted successfully, and the entry will display on the appropriate ledger.

Fields

Date	This defaults to the current property date.
Unit	This is the unit number. This is not changeable.
Is deposit	If the payment is for a deposit, select this check box. This will post the payment on the deposit ledger. Otherwise, the payment will post on the resident ledger.

Amount	Enter the amount of the payment here.
Document number	The document number is the last four digits of the credit card. This is filled in automatically when the card is swiped.
Received from	This is the name of the resident.
Description	This is a description of the transaction. By default, this displays "Swipe Card - (person's name)," but you can modify this field as needed.
Name on card	This is the name on the credit card. This information is displayed after the card is swiped.
Card type	This is the type of credit card used. This information is displayed after the card is swiped.
Card account number	This is the card account number that is displayed on the front of the credit card. This information is displayed after the card is swiped.
Security code	Enter the three or four-digit CVV2 security code that is printed on the back of the credit card. This field is required.
Expires on	This is the credit card expiration date, in MM/YY format. This information is displayed after the card is swiped.
(Scanner) Message	This displays status information about your card scanner. When the scanner is properly installed and connected, this message displays, "Card reader ready...."
(Scanner) Terminal #	This displays the unique terminal number of your card scanner.

Buttons

Scan Check

Process payment	This sends the payment for processing. This button is not available until all required fields are completed.
Cancel	This cancels the scanned item. It is not submitted for processing.

Image Details

(MICR) Repair	If you need to repair the MICR information, click **Repair** to save your changes.
(MICR) Help	This opens a help page that explains the MICR symbols and explains the repair procedure.
(Scanner) Reset scanner	This resets the connection between the check scanner and Payments.
(Scanner) Find scanner	This locates the check scanner and establishes a connection.

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Preauthorized Payments

Preauthorized payments provide additional flexibility for applicants and residents to manage their financial obligations with your property. With preauthorized payments, future payments can be automatically paid without any further actions by the applicant or resident.

Once the applicant or resident completes an authorization form, you can set up a one-time or recurring payment schedule. The payments can be made using a bank account or a credit card account. Residents can also set up their own preauthorized payments using the optional resident portal.

Before You Begin

Before setting up a preauthorized payment for an applicant or resident, ensure that:

- The applicant or resident completed an authorization form for this transaction.
- You have the "Create Preauthorized Payments" right.

How to Get Here

For Applicants

Applicants ➔ Find applicant ➔ More ➔ Bank account or Card account

1. Click the **Applicants** tab.
2. Find the applicant that you want to work with.
3. In the **Actions** column, click the **More** link, and then choose **Bank account** or **Card account**.

Applicants ➔ Find applicant ➔ View ➔ Enter payment ➔ Bank account or Card account

1. Click the **Applicants** tab.
2. Find the applicant that you want to work with.
3. In the **Actions** column, click the **View** link to open the **Applicant at a glance** page.
4. In the **Actions** column, click **Enter payment**, and then click **Bank account** or **Card account**.

Applicants ➔ Find applicant ➔ View ➔ Preauthorized payment ➔ One time or Recurring ➔ Bank account or Card account

1. Click the **Applicants** tab.
2. Find the applicant that you want to work with.
3. In the **Actions** column, click the **View** link to open the **Applicant at a glance** page.

4. Click the **Preauthorized payment** tab.
5. For a single payment, choose **One time**, or for ongoing payments, choose **Recurring**. Then click **Bank account** or **Card account**.

For Residents

Residents ➔ Find resident ➔ More ➔ Bank account or Card account

1. Click the **Residents** tab.
2. Find the resident that you want to work with.
3. In the **Actions** column, click the **More** link and then choose **Bank account** or **Card account**.

Residents ➔ Find resident ➔ View ➔ Enter payment ➔ Bank account or Card account

1. Click the **Residents** tab.
2. Find the resident that you want to work with.
3. In the **Actions** column, click the **View** link to open the **Resident at a glance** page.
4. In the **Actions** column, click **Enter payment**, and then click **Swipe card**.

Residents ➔ Find Resident ➔ View ➔ Preauthorized Payment ➔ One Time or Recurring ➔ Bank Account or Card Account

1. Click the **Residents** tab.
2. Find the resident that you want to work with.
3. In the **Actions** column, click the **View** link to open the **Resident at a glance** page.
4. Click the **Preauthorized payment** tab.
5. For a single payment, choose **One time**, or for ongoing payments, choose **Recurring**. Then click **Bank account** or **Card account**.

Setting Up a Preauthorized One-Time Bank Account Payment

In order for you to be able to set up preauthorized bank account payments, your property must be properly configured to accept this type of transaction.

1. Find the resident or applicant that you want to work with and click the **View** link.
2. Select the **Preauthorized payment** subtab near the bottom of the page.
3. To set up one individual payment, select **One time**, and then choose **Bank account**.
4. In the **Payment for** drop-down list, select the applicant or resident that you want to associate the payment with.

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5. Enter an e-mail address in the **E-mail** field. If there is already an address in the **E-mail** field, ensure that it is valid, since an e-mail message will be sent when the payment is processed.
6. In the **Start date** field, choose the date when you want the payments to start. This defaults to the property's current date.
7. In the **End date** field, choose the date when you want the payments to end. This field is disabled if the "One time" option is selected in the **Frequency** drop-down list.
8. Choose the payment amount type and enter the payment amount. You can choose between two options, described below.
   - **Open balance not to exceed:** If selected, the amount charged may vary, but it will not exceed the amount that you enter here. This is useful for payments that vary from month-to-month. This option is not available for one-time payments.
   - **Fixed amount:** If selected, this is the amount that will be charged.
9. If the preauthorized payment(s) are payments for a deposit, select the **Is deposit** check box. This will ensure that the payment posts to the deposit ledger.
10. If desired, you can change the information in the **Description** field.
11. Complete the bank account information. All of these fields are required.
    - **Name on account:** Enter the person's name that is on the bank account.
    - **Routing number:** Enter the bank routing number for the bank account.

    If you need assistance determining the routing and account number, click the **What is this?** link to identify the routing number and account number on a check.

    - **Account number:** Enter the bank account number.
    - **Confirm account:** Re-enter the bank account number. This ensures that the card number is correct.
    - **Account nickname:** Create a meaningful nickname that the account can be recognized by.
12. Ensure that your property has the appropriate paperwork on file, and then select the **Company has customer's signed (or similarly authenticated) authorization on file for this specific transaction** check box.
13. Click **Save**. An e-mail message will automatically be sent to the resident and the transaction will show up on the **Preauthorized payments** tab.

Setting up a Recurring Bank Account Payment

In order for you to be able to set up preauthorized bank account payments, your property must be properly configured to accept this type of transaction.

1. Find the resident or applicant that you want to work with and click the **View** link.
2. Select the **Preauthorized payment** subtab near the bottom of the page.

3. To set up two or more ongoing payments, select **Recurring**, and then choose **Bank account**.
4. In the **Payment for** drop-down list, select the applicant or resident that you want to associate the payment with.
5. Select how often you want the payment to recur from the **Frequency** drop-down list. The available options are listed below.
    - **One time:** The payment occurs only once, on the start date that you set. If you are setting up a one-time payment, this is the only option available.
    - **Daily:** The payment occurs daily between the start date and end date that you set. This option is only available at properties that accept partial payments.
    - **Monthly:** The payment occurs once per month between the start date and end date that you set.
    - **Weekly:** The payment occurs once per week between the start date and end date that you set. You can also specify the day of the week that the payment will occur. This option is only available at properties that accept partial payments.
    - **Semi-monthly:** The payment occurs twice per month. You can select the payments to occur on the 1st and 15th, or on the 15th and the last day of the month. This option is only available at properties that accept partial payments.
    - **Yearly:** The payment occurs once per year between the start date and end date that you set. This option is only available at properties that accept partial payments.
6. Enter an e-mail address in the **E-mail** field. If there is already an address in the **E-mail** field, ensure that it is valid, since an e-mail message will be sent when the payment is processed.
7. In the **Start date** field, choose the date when you want the payments to start. This defaults to the property's current date.
8. In the **End date** field, choose the date when you want the payments to end. This defaults to the lease end date. This field is disabled if the "One time" option is selected in the **Frequency** drop-down list.
9. Choose the payment amount type and enter the payment amount. You can choose between two options, described below.
    - **Open balance not to exceed:** If selected, the amount charged may vary, but it will not exceed the amount that you enter here. This is useful for payments that vary from month-to-month. This option is not available for one-time payments.
    - **Fixed amount:** If selected, this is the amount that will be charged.
10. If the preauthorized payment(s) are payments for a deposit, select the **Is deposit** check box.
11. If desired, you can change the information in the **Description** field.
12. Complete the bank account information. All of these fields are required.
    - **Name on account:** Enter the person's name that is on the bank account.

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- **Routing number:** Enter the bank routing number for the bank account.

If you need assistance determining the routing and account number, click the **What is this?** link to identify the routing number and account number on a check.

- **Account number:** Enter the bank account number.
- **Confirm account:** Re-enter the bank account number. This ensures that the card number is correct.
- **Account nickname:** Create a meaningful nickname that the account can be recognized by.

13. Ensure that your property has the appropriate paperwork on file, and then select the **Company has customer's signed (or similarly authenticated) authorization on file for this specific transaction** check box.
14. Click **Save**. An e-mail message will automatically be sent to the resident and the transaction will show up on the **Preauthorized payments** tab.

Setting up a One-Time Credit Card Payment

In order for you to be able to set up preauthorized credit card payments, your property must be properly configured to accept this type of transaction.

1. Find the resident or applicant that you want to work with and click the **View** link.
2. Select the **Preauthorized payment** subtab near the bottom of the page.
3. To set up one individual payment, select **One time**, and then choose **Card account**.
4. In the **Payment for** drop-down list, select the applicant or resident that you want to associate the payment with.
5. The **Frequency** defaults to One time.
6. Enter an e-mail address in the **E-mail** field. If there is already an address in the **E-mail** field, ensure that it is valid, since an e-mail message will be sent when the payment is processed.
7. In the **Start date** field, choose the date when you want the payments to start. This defaults to the property's current date. The **End date** field is disabled for one-time payments.
8. Choose the payment amount type and enter the payment amount. You can choose between two options, described below.
   - **Open balance not to exceed:** If selected, the amount charged may vary, but it will not exceed the amount that you enter here. This is useful for payments that vary from month-to-month. This option is not available for one-time payments.
   - **Fixed amount:** If selected, this is the amount that will be charged.
9. If the payment is for a deposit, select the **Is deposit** check box. This will ensure that the payment posts to the deposit ledger.

10. If desired, you can change the information in the **Description** field. This defaults to "Preauthorized payment - (person's name).
11. Enter the name printed on the front of the credit card in the **Name on card** field. This field is required.
12. In the **Card type** drop-down list and select the type of credit card being used. This field is required.
13. Enter the credit card account number in the **Card account number** field. Do not include any spaces. This field is required.
14. To ensure that the credit card number is entered correctly, enter it again in the **Confirm account** field. This field is required.
15. In the **Security code** field, enter the three or four-digit CVV2 code that is printed on the card. This field is required.

    If you need help locating the security code, click the **What is this?** link for a detailed image.

16. Enter the month and year that the card expires using the **Expires on** drop-down lists. These drop-down lists are required.
17. Enter a memorable nickname for the account in the **Account nickname** field. This field is required.
18. Click **MAIN ST** and enter the billing address that is associated with the card account.
19. Ensure that your property has the appropriate paperwork on file, and then select the **Company has customer's signed (or similarly authenticated) authorization on file for this specific transaction** check box. This is required.
20. Click **Save**. You will receive a message that the payment has been successfully processed. An e-mail message will automatically be sent to the resident and the transaction will show up on the **Preauthorized payments** tab.

Setting up a Recurring Credit Card Payment

In order for you to be able to set up preauthorized credit card payments, your property must be properly configured to accept this type of transaction.

1. Find the resident or applicant that you want to work with and click the **View** link.
2. Select the **Preauthorized payment** subtab near the bottom of the page.
3. To set up one individual payment, select **Recurring**, and then choose **Card account**.
4. In the **Payment for** drop-down list, select the applicant or resident that you want to associate the payment with.
5. Select how often you want the payment to recur from the **Frequency** drop-down list. The available options are listed below.

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- **One time:** The payment occurs only once, on the start date that you set. If you are setting up a one-time payment, this is the only option available.
- **Daily:** The payment occurs daily between the start date and end date that you set. This option is only available at properties that accept partial payments.
- **Monthly:** The payment occurs once per month between the start date and end date that you set.
- **Weekly:** The payment occurs once per week between the start date and end date that you set. You can also specify the day of the week that the payment will occur. This option is only available at properties that accept partial payments.
- **Semi-monthly:** The payment occurs twice per month. You can select the payments to occur on the 1st and 15th, or on the 15th and the last day of the month This option is only available at properties that accept partial payments.
- **Yearly:** The payment occurs once per year between the start date and end date that you set. This option is only available at properties that accept partial payments.

6. Enter an e-mail address in the **E-mail** field. If there is already an address in the **E-mail** field, ensure that it is valid, since an e-mail message will be sent when the payment is processed.
7. In the **Start date** field, choose the date when you want the payments to start. This defaults to the property's current date.
8. In the **End date** field, choose the date when you want the payments to end. This default This field defaults to the lease end date.

Ensure that the end date is not later than the expiration date of the credit card that you are using for this preauthorized payment.

9. Choose the payment amount type. You can choose between two options, described below.
   - **Open balance not to exceed:** If selected, the amount charged may vary, but it will not exceed the amount that you enter here. This is useful for payments that vary from month-to-month.
   - **Fixed amount:** If selected, this is the amount that will be charged.
10. If the preauthorized payment(s) are payments for a deposit, select the **Is deposit** check box. If selected, payments will be posted to the deposit ledger.
11. If desired, you can change the information in the **Description** field. This defaults to "Preauthorized payment - (person's name).
12. Enter the name printed on the front of the credit card in the **Name on card** field. This field is required.
13. In the **Card type** drop-down list and select the type of credit card being used. This field is required.
14. Enter the credit card account number in the **Card account number** field. Do not include any spaces. This field is required.
15. To ensure that the credit card number is entered correctly, enter it again in the **Confirm account** field. This field is required.

16. In the **Security code** field, enter the three or four-digit CVV2 code that is printed on the card. This field is required.

    If you need help locating the security code, click the **What is this?** link for a detailed image.

17. Enter the month and year that the card expires using the **Expires on** drop-down lists. These drop-down lists are required.
18. Enter a memorable nickname for the account in the **Account nickname** field. This field is required.
19. Click **MAIN ST** and enter the billing address that is associated with the card account.
20. Ensure that your property has the appropriate paperwork on file, and then select the **Company has customer's signed (or similarly authenticated) authorization on file for this specific transaction** check box. This is required.
21. Click **Save**. You will receive a message that the payment has been successfully processed. An E-mail message will automatically be sent to the resident and the transaction will show up on the **Preauthorized payments** tab.

Disabling a Preauthorized Payment

1. Find the resident or applicant that you want to work with and click the **View** link.
2. Select the **Preauthorized payment** subtab near the bottom of the page.
3. Locate the preauthorized payment that you want to disable. If you want more information about any entry, click the associated **View** link in the **Actions** column.
4. To disable the preauthorized payment, click the associated **Disable** link in the **Actions** column.
5. In the confirmation box, click **Yes** to disable the preauthorized payment item. The status for the item will display as disabled, and the resident will receive an e-mail message stating that the payment item has been disabled.

Viewing a Preauthorized Payment

1. Find the resident or applicant that you want to work with and click the **View** link.
2. Select the **Preauthorized payment** subtab near the bottom of the page.
3. Locate the preauthorized payment that you want to see more information about. Click the associated **View** link in the **Actions** column.
4. When finished, click **OK** to return to the previous page.

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Fields

Preauthorized Payments List

Actions — Depending on the status of the preauthorized payment, the following options may be available.

- **View:** This opens a page with detailed information about the selected preauthorized payment. This information is read-only and cannot be modified.
- **Disable:** This option is only displayed for preauthorized payments that have an enabled status. Selecting **Disable** will disable the preauthorized payment, which means that any future scheduled payments from this preauthorization will also be disabled.

Description — This is a generated description of the item. The description is formatted as "Preauthorized payment - (person's name)."

***** — This displays the type of preauthorized payment. Possible types include:

- **F:** This signifies that the payment is for a fixed amount.
- **O:** This signifies that the payment is for an open balance.

Amount — This is the amount of the preauthorized payment.

Frequency — This is the frequency of the preauthorized payment. Possible options include:

- **One time:** The payment is only made once, on the start date specified. For one-time payments, the **Start date**, **End date**, and **Next due** dates will all be the same date.
- **Daily:** The payment is made daily.
- **Monthly:** The payment is made once per month.
- **Weekly:** The payment is made once per week.
- **Semi-monthly:** The payment is made once every two weeks.
- **Yearly:** The payment is made once per year.

Start date — This is the start date for the preauthorized payment.

nd date — This is the end date for the preauthorized payment. If this is for a one-time payment, the **End date** will be the same as the **Start date**.

Next due — This is the next due date for the preauthorized payment. If this is for a one-time payment, the **Next due** date will be the same as the **Start date**.

Status This is the status of the preauthorized payment. Possible options include:

Disabled: This means that the preauthorized payment is disabled. Payments are automatically disabled after they have expired. For example, a one-time payment is disabled after the payment is processed. Disabled payments will not be processed.

Enabled: This means that the the preauthorized payment is enable and will be processed on the **Next due** date.

****** This displays where the preauthorized payment is created. Possible options include:

- **R:** The payment was created by the resident using the resident portal.
- **S:** The payment was created by the site, using Leasing & Rents.

Preauthorized Payment

Payment for This drop-down list contains the names of any contacts associated with the unit.

Frequency

- **One time:** If this option is selected, then the preauthorized payment will only be used once. This option is only available for one-time preauthorized payments.
- **Daily:** If this option is selected, a payment will be made every day.
- **Monthly:** If this option is selected, then a payment will be made once a month.
- **Weekly:** If this option is selected, then a payment will be made once a week. An additional drop-down list is displayed, where you can choose the day of the week.
- **Semi-monthly:** If this option is selected, then a payment will be made every two weeks. An additional drop-down list is displayed, where you can choose between making payments on the first and the 15th of the month, or the 15th and the last day of the month.
- **Yearly:** If this option is selected, then a payment will be made once per year, on the date that you select in the **Start date** field.

Email This is the resident's e-mail address. Reminder notices are sent to this address.

Start date This is the day that the first preauthorized payment is made.

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Open balance not to exceed	This option is only used for recurring payments. If this option is selected, the recurring payment is a variable amount, based on the person's open balance. The recurring payment can only be as high as the amount entered here, but may be less.
Fixed amount	If this option is selected, the payment amount (for one-time or recurring payments) will equal the amount specified here.
End date	This is the last day that a preauthorized payment can be made, based on the type of recurring payment selected. This option is not avaiable for one-time payments.
Is deposit	If selected, the payments will be recorded on the deposit ledger. If this option is not selected, the payment will be recorded on the resident ledger.
Description	This is the description of the transaction. By default, the description is "Preauthorized payment - (person's name)." You can change this field as needed.

Bank Account Information

This section only displays if you have select a preauthorized payment that is based on an bank account.

Name on account	This is the name on bank acount. This field is required.
Routing number	This is the routing number. This field is required.
Account number	This is the account number. This field is required and must match the account number in the **Confirm account** field.
Confirm account	This is the account number. This field is required and must match the account number in the **Account number** field.
Account nickname	This is a nickname for the account. This field is required.
Company has customer's signed (or similarly authenticated) authorization on file for this specific transaction	This confirms that your property has a signed form on file that authorizes this transaction. This check box must be selected in order to process the transaction.

Card Account Information

This section only displays if you have selected a preauthorized payment that is based on a credit card account.

Name on card	This is the name that is printed on the front of the credit card. This is required.

Card type	This is the type of credit card. This is required. You can select from any credit card available at your property, which can include: • American Express • Discover • MasterCard • Visa
Card account number	This is the credit card account number. This field is required and must match the account number in the **Confirm account** field.
Confirm account	This is the credit card account number. This field is required and must match the account number in the **Card account number** field.
Security code	This is the three or four-digit CVV2 security card that is printed on the credit card. This field is required.
Expires on	This is the expiration month and year that is listed on the front of the credit card. These are required.
Account nickname	This is a nickname for the account. This field is required.
Company has customer's signed (or similarly authenticated) authorization on file for this specific transaction	This confirms that your property has a signed form on file that authorizes this transaction. This check box must be selected in order to process the transaction.

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Bulk Processing

In addition to scanning checks, cashier's checks, and money orders one-by-one on the "at a glance" page, you can also work with these items in bulk. This is useful in situations where you need to process a number of checks, such as at the beginning of the month.

Bulk Processing Overview

From here, you can view batches of bulk processed items.

How to Get Here

Payments

1. Click the **Payments** tab.

Changing Viewing Options

You can change the types of batches that display in the **Remote deposit capture** list.

1. Click **View options** below the **Remote deposit capture** list.
2. Select the types of batches that you want to include in the **Remote deposit capture** list. By default, all options are selected. As you make the selections, the list is updated to reflect your choices. Possible options include:
   - **In progress:** If selected, batches that are in progress are displayed in the **Remote deposit capture** list.
   - **Completed:** If selected, completed batches are displayed in the **Remote deposit capture** list.
   - **Completed with errors:** If selected, batches that completed with errors are displayed in the **Remote deposit capture** list.

Fields

Remote Deposit Capture

Deposit #	This is the deposit number for the batch.
Description	This is a description of the batch. By default, this is "(User Name) (Batch #) (Date)"
Date	This is the date that the batch was completed.
Item count	This is the number of items in the batch.
Amount	This is the total amount of the checks in the batch.
Status	This is the status of the batch. Possible options include: • **In progress:** This means that the batch has been sent, but is still processing. • **Completed:** This means that the batch has been sent and processed successfully. • **Completed with errors:** This means that the batch has been sent, but there were issues.

View Options

Show batches with status

In the *View options* section, you can control what displays in the **Remote deposit capture** list.

- **In progress:** If this option is selected, then batches that are currently processing are displayed in the **Remote deposit capture** list.
- **Completed:** If this option is selected, then batches that have sucessfully completed are displayed in the **Remote deposit capture** list.
- **Completed with errors:** If this option is selected, then batches that have unsucessfully completed are displayed in the **Remote deposit capture** list.

Buttons

New This opens the **Remote Deposit Capture** page, where you can bulk process checks.

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Remote Deposit Capture

At the **Remote deposit capture** page, you can bulk process a large number of checks at one time.

Before You Begin

Before bulk processing checks and other items, ensure that:

- You know how many items you have to scan, and the total amount.
- The check scanner is plugged in and ready.
- You have the "Add new Remote Deposit Captures" right.

How to Get Here

Payments ➔ New

1. Click the **Payments** tab.
2. Click **New**.

Bulk Processing Checks

1. The **Date** defaults to today's property date, but you can change this to a previous date, if necessary.
2. Count the number of checks, money orders, and cashier's checks that you are processing and enter it in the **Number of checks** field.
3. Total the amounts of all of the checks, money orders, and cashier's checks that you are processing, and enter this amount in the **Total amount** field.
4. Click **Start scanning**.
5. Scan all of the items in the check scanner. As the checks are processed, the **Transaction details** list displays an entry for each item that you scanned. For checks, the **Doc #** will update automatically.Wait until the checks are scanned and processed before continuing.
6. For each entry in the **Transaction details** list, perform the following:
   - Enter the unit number in the **Bldg/Unit** field. If your property uses building numbers, you will also need to include the building number. Tab to the next field, and the **Last name, first name** field will update with the name of the head of household for the unit. If you don't know the unit number, click **More** and then choose **Associate** to locate the person using a variety of search criteria. This field is required.
   - Make sure that the **Doc #** field has been updated properly, or enter the ID number of the document in this field. For cashier's checks and money orders, use the last five digits of the identification number of the item. This field is required.

- By default, the payment will be recorded in the Resident ledger. If you want to record the payment to another ledger, select the appropriate option from the **Ledger** drop-down list.
- Enter the amount of the item in the **Transaction amount** field.
- Ensure that the **Transaction type** is correct.

7. Click **Finish**. A new entry is listed in the **Remote deposit capture** list.

Unlinking an Account

When performing bulk processing, you also have the ability to unlink an account for a check that you are scanning. Whenever a bank account is used, it is automatically linked to the prospect, applicant, or resident. Using this procedure, you can separate an account from a person.

1. The **Date** defaults to today's property date, but you can change this to a previous date, if necessary.
2. Count the number of checks, money orders, and cashier's checks that you are processing and enter it in the **Number of checks** field.
3. Total the amounts of all of the checks, money orders, and cashier's checks that you are processing, and enter this amount in the **Total amount** field.
4. Click **Start scanning**.
5. Scan all of the items in the check scanner. As the checks are processed, the **Transaction details** list will list an entry for each item that you scanned. For checks, the **Doc #** will update automatically.Wait until the checks are scanned and processed before continuing.
6. Locate the check in the **Transaction Details** list that you want to work with.
7. In the **Actions** column, click **More**, and then choose **Unlink account**.
8. Select the associated check box for each person that you want to unlink from the selected bank account.
9. Click **OK** to complete the unlinking procedure.
10. Close this page to return to the **Remote deposit capture** page. If you wish, you can continue performing bulk processing procedures, or cancel. The accounts that you selected will remain unlinked.

Fields

(Main Details)

Date	This defaults to the current property date. You can modify this to a past date, but not a future date.
Number of checks	This is the total number of checks, cashier's checks, and money orders that you are processing. This field is required.
Total amount	This is the total amount of all of the items that you are processing. This field is required.

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Transaction Details

Actions
- **Delete:** This option is not currently enabled.
- **More:** The following option is available.
  - **Resident ledger:** This opens the resident ledger for the applicant or resident.

Seq
This is the sequence number of the transaction. If you have multiple transactions, they will be listed in numerical sequence.

Last name, first name
This is the name of the resident or applicant.

Bldg/Unit
This is the unit number of the applicant or resident. If your property uses building numbers, the building number will also be displayed here.

Doc#
This is the document number of the scanned item. This field is required. If you are scanning a check, this number should be automatically entered once the check is scanned. If you are scanning a money order or cashier's check, enter the last five digits of the ID number in this field.

Ledger
This is the ledger where the payment will be applied. You can choose between:
- **Resident:** The payment will be applied to the resident ledger.
- **Deposit:** The payment will be applied to the deposit ledger.

Ledger balance
This is the current ledger balance for the person.

Transaction amount
Enter the total amount of the check here. This amount should be equal to the **Total check amount $** or you will not be able to process the payment. This field is required.

Trans type
This is the type of transaction. In most instances, this will be automatically selected. Options include:
- **ACH:** ACH should be used for most checks.
- **IRD:** IRD should be used for money orders, cashier's checks.

Image quality
This shows the quality of the scan. You can also inspect the quality of the scan. The front and back sides of the scan are displayed in the *Image details* section below.
- ✔: This means that the scan quality is acceptable.
- ✘: This means that the scan quality is not acceptable. If this occurs, you should cancel and rescan the item.

MICR quality This shows the quality of the magnetic ink line on the scanned item.

- ✔: This means that the scan quality is acceptable.
- ✘: This means that the scan quality is not acceptable. If this occurs, you should click the **MICR** tab in the **Image details** section and confirm that the MICR line was recorded properly. Otherwise, you may need to repair this information to ensure that the payment is recorded successfully.

Status The status column shows the status for the scanned item. If the status is truncated, you can hover over it to see the full message. There are a number of possible statuses, including:

- **ACH transaction types are not allowed:** You will see this status message if your property is not set up to accept ACH payments.
- **ACH opt out:** You will see this status message when the **ACH opt out** option is selected under **Special/collection status** for the person. This signifies that the person has chosen not to have payments processed using ACH. Instead, payments will be processed as an IRD instead.
- **Association missing:** You will see this status message if an applicant or resident is not associated with the scanned item.
- **Document number missing:** You will see this status message if the there is not a valid document number for the scanned item.
- **Do not allow check:** You may see this status message when the **Do not allow check** option is selected under **Special/collection status** for the person.
- **Do not allow money order:** You will see this status message when the **Do not money order** option is selected under **Special/collection status** for the person.
- **Invalid association: Eviction:** You will see this status message when the **Eviction proceedings started** option is selected under **Special/collection status** for the person.

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- **Transaction amount missing:** You will see this status message if the Transaction amount has not been completed.
- **Transaction amount exceeds ACH deposit payment limit:** You will see this status message if the amount of the scanned item is over a transaction limit for the ACH deposits transaction code. Usually, this message is a result of mistyping the transaction amount or forgetting to include a decimal point.
- **Transaction amount exceeds ACH rent payment limit:** You will see this status message if the amount of the scanned item is over a transaction limit for the ACH rent transaction code. Usually, this message is a result of mistyping the transaction amount or forgetting to include a decimal point.
- **Transaction amount exceeds IRD deposit payment limit:** You will see this status message if the amount of the scanned item is over a transaction limit for the IRD deposits transaction code. Usually, this message is a result of mistyping the transaction amount or forgetting to include a decimal point.
- **Transaction amount exceeds IRD rent payment limit:** You will see this status message if the amount of the scanned item is over a transaction limit for the IRD rent transaction code. Usually, this message is a result of mistyping the transaction amount or forgetting to include a decimal point.
- **Invalid association: in collection:** You will see this message when the **In collection status** option is selected under **Special/Collection status** for this person.
- **MICR line is not valid:** You will see this message if there is an issue with the MICR line on the scanned item.
- **IRD transaction types are not allowed:** You will see this status message if your property is not set up to accept IRD payments.

Image details

Front	The **Front** tab displays a black and white image of the front side of the check. This only displays after you scan an item.
Back	The **Back** tab displays a black and white image of the back side of the check. This only displays after you scan an item.
MICR	The **MICR** tab displays the magnetic ink rounting and account number that is printed the check or money order. This number only displays after you scan an item. If necessary, you can manually repair the number here.

Scanner The **Scanner** tab displays status information about your scanner.

- **Message:** When the scanner is connected properly, this displays "Device connected... Ready for scanning."
- **Terminal:** This is the terminal number for your scanner.

Buttons

Remote Deposit Capture

Start scanning This starts the scanning process.

Stop scanning This stops the scanning process, so that the images can be processed for information.

Finish This finishes the batch.

Cancel This cancels the batch and returns you to the **Bulk processing** screen. Any checks that you have scanned are discarded.

Image Details

(MICR) Repair If you need to repair the MICR information, click **Repair** to save your changes.

(MICR) Help This opens a help page that explains the MICR symbols and explains the repair procedure.

(Scanner) Reset scanner This resets the connection between the check scanner and Payments.

(Scanner) Find scanner This locates the check scanner and establishes a connection.

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CHAPTER 4

Reporting

In This Chapter

Batch Reconciliation Report 65

Batch Reconciliation Report

The *Batch Reconciliation Report* lists batch information and can be used to balance and reconcile bank deposits. This report is designed for properties that use RealPage Payments and only lists Payments ACH, IRD, and CARD batch transactions.

This report can be generated for fiscal periods or specific date ranges, and can be filtered by bank account.

How to Get Here

Reports & Tasks ➔ All reports ➔ Generate

1. Click the **Reports & Tasks** tab.
2. Click **All reports** in the *Payments reports* section.
3. Click the **Generate** link beside the *Batch Reconciliation Report.*

If you are also using OneSite Site Data Exchange, the tab name is **Reports, SDE, & Tasks**.

Batch Reconciliation Report Options

The *Batch Reconciliation Report* provides the following options used to select the information on the report.

Export Options

- **Group:** This option only appears when you are adding a report to a group. To do so, click the **More** link beside the report and select the **Add to group** option. Then, click the drop-down arrow and select the scheduled **Group** you want to assign this report to. Optionally, click the **New group** button to add a new report group.

  When you choose to **Edit parameters** for a scheduled report, the name of the scheduled group appears here and cannot be changed.

- **Now:** To generate the report immediately, select this option. This option appears only when you choose the **Generate** option.
- **Later:** To generate the report at a later date or time, select this option and enter the date and time. Enter the time using the hh:mm format followed by AM or PM. The listed time is in the Central Time zone. Adjust it for your local time zone, if you wish. For example, to create the report at 10:00 A.M. Eastern Time, enter 11:00 AM. This option appears only when you choose the **Generate** option.
- **Format:** Select the type of report file that you want to create. Some or all of the following formats are available for standard RealPage reports:
  - **PDF** or **SRS PDF:** To produce the report as an Adobe® PDF (.pdf) file, select this option.

  - **Word:** To produce the report as a Microsoft® Word® rich text (.rtf) file, select this option.
  - **Excel** or **Excel export:** To produce the report as a Microsoft® Excel® spreadsheet (.xls) file, select this option.
  - **CSV** or **CSV export:** To produce the report as a Microsoft® Excel® comma-separated value (.csv) file, select this option. This is useful when using the mail merge feature in Microsoft Word.
  - **XML** or **Standard XML:** To produce the report as an XML (.xml) file, select this option.
  - **HTML** or **HTML report:** To produce the report online, select this option.
- **E-mail upon completion:** To receive an e-mail message when the report is completed, enter one or more e-mail addresses. Separate multiple e-mail addresses with semicolons.

Report Options

- **Properties:** This defaults to "All," but you can filter the report to specific subproperties.
- **Fiscal period:** If you want to run the *Batch Reconciliation Report* for a specific fiscal period, choose this option. Then, select the appropriate fiscal period from the drop-down list.
- **Specify date:** If you want to run the *Batch Reconciliation Report* for a specific date range, choose this option. Then, select the appropriate start and end dates.
  - **Transaction date:** This option is only available if you have selected **Specify date**. Choose this option if you want to see transactions based on the transaction date.
  - **Calendar date:** This option is only available if you have selected **Specify date**. Choose this option if you want to see transactions based on the calendar date.
- **Selected bank accounts:** By default, all bank accounts are selected, but you can use this control to drill down to one or more specific bank accounts. Only the selected accounts will be displayed on the report.

Batch Reconciliation Report Columns

Payments

- **Batch Closed Date:** This is the date that the Payments batch was closed.
- **Batch #:** This is the batch number associated with the specific batch.
- **# Items:** This is the number of items included in the batch.
- **Total Batch Deposit:** This is the sum of all deposit amounts.

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- **Deposit Date:** This is the date that the Payments batch cleared and was deposited.
- **Period:** This is the fiscal period that the deposit was received.
- **Bank Deposit #:** This is the number of the bank deposit.

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- **Account Description:** This is a description of the bank account where the funds were deposited.
- **Deposit Description:** This is a description of the specific deposit, which includes the batch number.
- **# Items:** This is the number of items included in the deposit.
- **Payments:** This is the total amount of the payments.
- **Deposits:** This is the total amount of deposits.
- **Batch Type:** This is the type of batch recorded. Possible options include ACH, IRD, and CARD.
- **Deposit Amount:** This is the total amount of deposits.
- **Cumulative Total:** This is the cumulative total for all deposits on the deposit date.

Buttons

Generate	Generates a report
Cancel	Closes the **Generate new report** page without generating a report

Appendices

This section includes reference material on Login Letters and ARC Notifications.

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APPENDIX A

Common Payments Questions and Answers

Here are the answers to some common questions from new and experienced Payments users. The questions are divided into the following categories:

- Scanning checks
- Swiping credit cards
- Preauthorized payments
- Bulk processing

Scanning Checks

What should I do if:

- **A check gets stuck, torn, or mangled in the check scanner?**

  If your check scanner is operating properly, this should rarely happen. You will need to need to turn off and unplug the check scanner, open the top of the scanner and manually remove the check. You may need to manually move the rubber rollers to release the check. For more information, see the manual that came with your check scanner.

  If necessary, contact the resident for a new check or other method of payment. If this occurs, make sure to void and return the mangled check to the resident.

  If this happens often, your check scanner may require maintenance.

- **I scan a check and the MICR information isn't recorded properly?**

  The easiest option is to cancel the scan and attempt to rescan the check. If that doesn't work, you can manually edit the MICR number by clicking the MICR tab in the *Image details* section using the check or the scan as a reference.

- **I need to record a check payment and my scanner isn't working?**

  You can request that the resident makes the payment through the Resident Portal, or have the resident complete a preauthorization form and process as a preauthorized payment, or manually record the payment in OneSite and deposit the check as normal.

- **I accidentally scan a check to the wrong person?**

  If you have not processed the payment, simply cancel the action, locate the correct person and rescan the check.

  If you have already processed the transaction, you can move the payment by viewing the transaction on the ledger. You can then choose **Edit**, and then **Change account** to select the correct person's ledger.

- **I accidentally scan an IRD item for the wrong person?**

  If you have not processed the payment, simply cancel the action, locate the correct person and rescan the IRD item.

If you have already processed the transaction, you can move the payment by viewing the transaction on the ledger. You can then choose **Edit**, and then **Change account** to select the correct person's ledger.

- **I scan a check with insufficient funding? Will it display an NSF right away?**

  All transactions are batch processed every night at 8:00 PM CST. The NSF notification will be returned after processing.

- **A resident's payment is returned NSF? Do I need to manually reverse the payment?**

  No. Payments automatically processes the NSF, and posts an NSF fee (if applicable).

Swiping Credit Cards

What should I do if:

- **I need to swipe a credit card, but my scanner isn't recognizing the card?**

  First, try unplugging the scanner for 15 seconds, and then hook it back up. This will fix many issues.

  For older cards with worn out magnetic strips, you may have luck cradling the card in a piece of paper, and scanning the card while inside of the paper.

  If it's still not working, you can manually record the payment in OneSite, or have the resident set up the payment using the Resident Portal.

- **I swipe a credit or debit card for the wrong person?**

  If you have not processed the transaction, simply cancel, locate the correct person, and process the payment again.

  If you have already processed the transaction, you can move the payment by viewing the transaction on the ledger. You can then choose **Edit**, and then **Change account** to select the correct person's ledger.

- **I swipe a card that is declined? Will I receive a message right away, so I know to ask for an alternate form of payment?**

  Yes, you'll receive a message after swiping the card.

Preauthorized Payments

What should I do if:

- **A resident has set up their recurring payment on the Resident Portal, but they want to change the account.**

  The best option is to have the resident log in to the Resident Portal, cancel the payment, and create a new recurring payment with the updated account information.

- **I disable a preauthorized payment in OneSite? Can I re-enable the same payment with the same authorization form?**

  No, a disabled preauthorized payment cannot be re-enabled. A new authorization form will need to be completed by the resident and new preauthorized payment will need to be created.

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Bulk Processing

What should I do if:

- **A check gets stuck, torn, or mangled in the check scanner during bulk processing?**

  If your check scanner is operating properly, this should rarely happen. You will need to need to turn off and unplug the check scanner, open the top of the scanner and manually remove the check. You may need to manually move the rubber rollers to release the check. For more information, see the manual that came with your check scanner.

  If necessary, contact the resident for a new check or other method of payment. If this occurs, make sure to void and return the mangled check to the resident.

- **A check is not read correctly during bulk processing?**

  Delete the item from the batch and place the check back into the scanner. If the item is not pulled automatically, click the **Start scanning** button.

- **I don't perform my bulk processing tasks until after 8:00 PM CST?**

  All transactions completed after 8:00 PM CST will be included in the next bank business day's batch.

- **My bulk processing status displays as "In progress?"**

  Large batches may take some time to process. Check back later.

- **My bulk processing status displays as "Completed with errors?"**

  View the batch details and look at any item that has a status of "failed." Verify the item is not on the resident ledger. Check all **Special/Collection status** options. If the item is allowed, rescan. If the item fails again, contact support and request a ticket.

- **I want to reconcile my bulk processing in Payments with my bank statements?**

  You can view your batches in Bulk processing, but you cannot reconcile them directly to your bank statement. Instead, you can generate the *Batch Reconciliation Report*. Compare this report to your bank statement in order to reconcile. The left side of the report should match your bank statement. The right side of the report displays all bank deposits related to Payments within OneSite.

APPENDIX B

Login Letter to a New Resident

RealPage is pleased to provide you with your login information to Payments!

Our Payments product enables your business to accept and process electronic checks quickly, affordably and securely. And if you are processing volumes of paper checks, our Check Conversion service allows you to instantly convert the paper checks into ACH or IRD transactions. The RealPage solution combines the flexibility and immediacy of electronic payments with the comfort and familiarity of paying by check.

Below you will find your merchant login information required to begin processing ACH, electronic check transactions, and credit card transactions. Once you have successfully logged on, the system will prompt you to change your password for security reasons. Passwords must be at least eight characters long and contain upper and lower case characters as well as digits.

Please log onto: **https://onesitepayments.realpage.com/mp/login/page.aspx**

Property Management Company: *Name*

Legal Name: *PMC Name*
UserName: *admin*
Password: *****
Company: *PMC*

I look forward to working with you and your company and if you have any questions, please contact product support at (800) 704-0154.

APPENDIX C

Web Notification Letter

March 20, 2010

John Q Smith
100 Main Street, Apartment 100
Dallas, TX 75007

RE: Pay Your Rent Online!

Dear Mr. Smith:

Beginning in April, ABC Apartments will begin offering you the ability to pay your rent online. Using our state-of-the-art system, you will now have the ability to electronically pay rent or other charges through the Automated Clearing House (ACH) network—the same system commonly used for direct deposit payroll.

To pay your rent online, log on to our web site at http://property.onesite.realpage.com/abc

You will need to provide us with bank information and other necessary data to process your rent payment. Our leasing staff will review your information and provide a secure login so that you can review your current statement of charges, make a one-time payment, or set up recurring monthly payments. You will have the option to pay using your checking account and credit cards soon to come.

On your bank statement, your payment will no longer appear as a cleared check. Instead, it will appear as an electronic debit, showing the date of the debit, your check number, and on the payee line, “ABC Apt.”

This new process is part of our ongoing efforts to streamline our operations and improve customer service. For other payment options, please call us at (972) 123-4567.

Sincerely,

Lynn Smith
Leasing Coordinator
ABC Apartments

APPENDIX D

ARC Notification Letter to Send to Residents

March 21, 2010

John Q Public
5400 Craig Drive, Apt. 604
Dallas, TX 75007

RE: An Important Message About Your Lease Payment

Dear Mr. Public:

Beginning in February, ABC Apartments will begin processing your lease payments electronically. Using our state-of-the-art system, your checks will be converted into electronic transactions and processed through the Automated Clearing House (ACH) network—the same system commonly used for direct deposit payroll.

Simply pay by check as you would normally do—it's that easy. The receipt of your check will authorize us to electronically debit the bank account on which the check was written.

On your bank statement, your payment will no longer appear as a cleared check. Instead, it will appear as an electronic debit, showing the date of the debit, your check number, and on the payee line, "The XXX Building." If you ever need a copy of your check for research purposes, we can assist you; copies of checks will be maintained for two years.

This new process is part of our ongoing efforts to streamline our operations and improve customer service. For other payment options, please call us at (888) 888-8888.

Sincerely,

Jane Doe
Your Title
The XXX Building

APPENDIX E

Sample ARC Notifications

Example #1

By paying your rent by check, please be aware that you are authorizing The XXXX Building to use the information on your check to make a one-time electronic payment from your checking account. The electronic payment will be for the amount indicated on your check. If you have any questions, or choose not to have your check converted into an electronic item, contact us at (888) 888-8888.

Example #2

Please note that effective April 1, 2010, your paper check will be converted to an electronic item for ACH processing. If you have any questions or choose not to have your check converted to an electronic item, please contact our office at (888) 888-8888 for alternate payment options.

Example #3

Effective April 1, 2010 your rent check will be converted to an electronic item through the ACH (Automated Clearing House) network. If you have any questions, or choose not to have your item converted, please contact our leasing office at (888) 888-8888.

Example #4

By dropping off your rent check in this box, you are authorizing The XXXX Building to convert your rent item into an electronic item. If you have any questions, or choose not to have your item processed electronically, please contact our office at (888) 888-8888.

APPENDIX F

Sample PPD Authorization Form

I (we) hereby authorize ABC Apartments, to initiate debit entries to my (our) __ Checking / __ Savings Account (select one) indicated below at the depository financial institution named below, hereafter called DEPOSITORY, and to debit or credit the same to such account. If this item is returned unpaid, I authorize an additional returned check fee of the maximum amount as allowed by the state to be charged to this account.

Depository Name: _____

Routing Number: _____

Account Number: _____

Same amount to be debited each month $_____

Or, I approve varying amounts between a range of $_____

and $ _____Or, varying amounts not to exceed $_____

Number of Payments_____, __ or indefinitely (check here)

Frequency of Payments: (check here): __ Monthly

This authorization is to remain in full force and effect for the number of payments authorized above or until ABC Apartments has received written notification from me (or us) of its termination, in such time and such manner as to afford ABC Apartments and DEPOSITORY a reasonable opportunity to act on it.

Name: _____

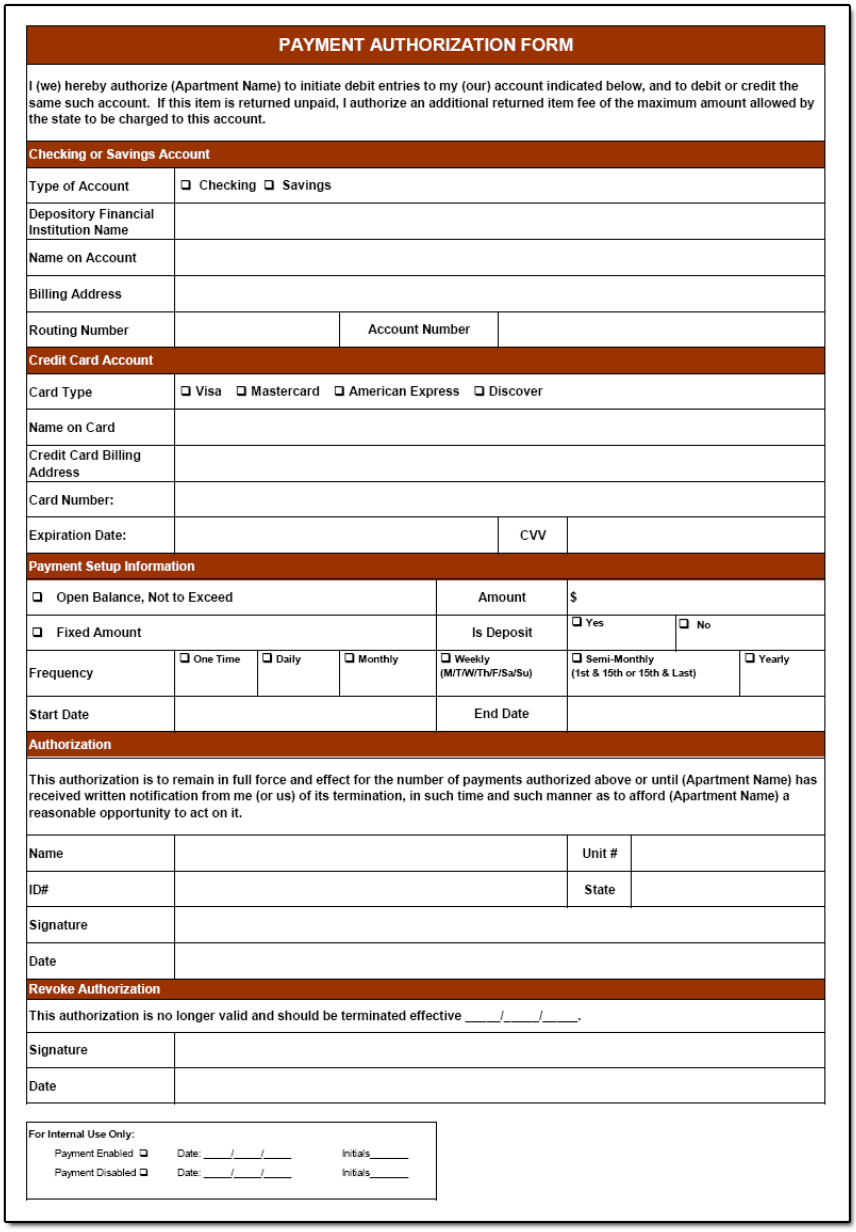
ID #_____State_____

Signature: _____

Date: _____

Please attach a voided check to this authorization.

The following **Payment Authorization Form** is provided during implementation:



PAYMENT AUTHORIZATION FORM

I (we) hereby authorize (Apartment Name) to initiate debit entries to my (our) account indicated below, and to debit or credit the same such account. If this item is returned unpaid, I authorize an additional returned item fee of the maximum amount allowed by the state to be charged to this account.

Checking or Savings Account						
Type of Account	❑ Checking ❑ Savings					
Depository Financial Institution Name						
Name on Account						
Billing Address						
Routing Number		Account Number				
Credit Card Account						
Card Type	❑ Visa ❑ Mastercard ❑ American Express ❑ Discover					
Name on Card						
Credit Card Billing Address						
Card Number:						
Expiration Date:		CVV				
Payment Setup Information						
❑ Open Balance, Not to Exceed			Amount	$		
❑ Fixed Amount			Is Deposit	❑ Yes	❑ No	
Frequency	❑ One Time	❑ Daily	❑ Monthly	❑ Weekly (M/T/W/Th/F/Sa/Su)	❑ Semi-Monthly (1st & 15th or 15th & Last)	❑ Yearly
Start Date			End Date			
Authorization						
This authorization is to remain in full force and effect for the number of payments authorized above or until (Apartment Name) has received written notification from me (or us) of its termination, in such time and such manner as to afford (Apartment Name) a reasonable opportunity to act on it.						
Name				Unit #		
ID#				State		
Signature						
Date						
Revoke Authorization						
This authorization is no longer valid and should be terminated effective ____/____/____.						
Signature						
Date						

For Internal Use Only:

Payment Enabled ❑ Date: ____/____/____ Initials_____

Payment Disabled ❑ Date: ____/____/____ Initials_____

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APPENDIX G

Event Type Definitions

Event	Definitions
Declined	An item has been declined by the system. A transaction will not be processed.
Approved	Payment information has been verified and a transaction will be processed at a later time.
Processing Error	An internal error has occurred in the system. Please contact customer service.
Voided	An individual with your organization has marked the item as void. A transaction will not be processed.
Captured	An individual with your organization has marked an item as Captured. A credit card transaction will be processed.
Refunded	An individual in your organization has initiated a refund for the face amount (or less) of a previous transaction.
Reversed	An erroneous transaction has been reversed.
Processed	A transaction has been transmitted to the applicable network. Changes cannot be made.
Collected	The collection system has recovered funds for a NSF check.
Collection Failed	The collection system was not able to recover the NSF check.
Originated	The transaction has been originated. Funds settlement into your organization's bank account is pending, based upon the established hold time.
Settled	Funds have settled into your organization's bank account.
Represented	A NSF item has been re-presented to the check-writer's bank for electronic re-deposit.
Held for Approval	Payment information has been is verified, but a secondary individual with your organization must approve the item before processing.
Suspended	A transaction has been suspended by the system because the dollar amount exceeds the preset limit. Please contact customer service for approval.
Research Complete	Customer service has successfully resolved an item that was in research.
Research Failed	Customer service performed research on an item, but was not able to determine the problem.

Event	Definitions
Disputed	An account holder has disputed a transaction due to fraud. The transaction will be charged back (reversed).
Returned NSF	A check has been returned due to insufficient funds.
Returned Bad Account	A check has been returned because the bank account number was not valid; or the account was closed.
Resolved	An individual with your organization has marked this item as resolved. A transaction will not be processed.

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APPENDIX H

Transaction Origin Definitions

Transaction Origin	Definition
Internet	A transaction was authorized and initiated via your organization's Internet / e-commerce site.
Telephone IVR	A transaction was authorized over the phone via your organization's interactive voice response system.
Telephone Operator	A transaction was authorized over the phone to an individual with your organization.
Mailed In	A transaction was created, based upon a scanned check or some other form of authorization received through the mail.
Drop Box	A transaction was created, based upon a scanned check or some other form of authorization received through a drop box location.
Signature Faxed	A transaction was created, based upon signed authorization received by fax.
Signature Original	A transaction was created, based upon signed authorization.
Bounced Check	A transaction was created, based upon information from a check that was returned for insufficient funds.
Retail / POS	A transaction was created, based upon information captured from a scanned check, or swiped card.

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APPENDIX I

Originated Status Definitions

Originated As	Definitions
None	A transaction was not originated.
ACH	A transaction was originated via the Automated Clearing House system.
Paper Draft	A paper draft, based on the account holder's banking information, was created for traditional deposit.
Wire Transfer	A wire transfer was processed.
Card Transfer	A credit card transaction was processed.
Image Exchange	A transaction was originated under Check 21 law.
Third Party	A third party transaction was processed (PayPal, etc.)

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APPENDIX J

Account Type Definitions

Account Type	Definitions
Checking	An account which allows the holder to write checks against deposited funds
Savings	A deposit account which pays interest, but cannot be withdrawn by check writing
Treasury Check	A check drawn by a U.S. disbursing officer or other authorized disbursing officer on the Treasurer of the United States
Money Order	A form of cash bought for a specific amount and signed over by the purchaser to the person or firm named on the money order
Travelers Check	A letter of credit issued by a bank or express company that is payable on presentation to any correspondent of the issuer
Convenience Check	A check used to access a credit card's available credit
Visa	A credit or debit card issued by Visa
MasterCard	A credit or debit card issued by MasterCard
Discover / Novus	A credit card issued by Discover / Novus
Diners / Carte Blanche	A credit card issued by Diners Club / Carte Blanche
enRoute	A credit card issued by enRoute
JCB	A credit card issued by JCB
Bank Card	An ATM card
Gift Card	A gift card issued by a store, for example
On Us Card	Internal network
Payroll Card	A payroll card issued by an employer
Pay Pal	Third-party
Cash	Cash

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APPENDIX K

Transaction Status Code Definitions

Transaction Status	Definitions
Approved	Payment information has been verified and a transaction will be processed at a later time.
Processed	A transaction has been transmitted to the applicable network. Changes cannot be made.
Collected	The collection system has recovered funds for a NSF check.
Awaiting Capture	A credit card transaction has been authorized, but a secondary individual with your organization must capture the item before processing.
Awaiting Approval	Payment information has been is verified, but a secondary individual with your organization must approve the item before processing.
Declined	An item has been declined by the system. A transaction will not be processed.
Voided	An individual with your organization has marked the item as void. A transaction will not be processed.
Error	An internal error has occurred in the system. Please contact customer service.
In Collection	A NSF check is in the collection system. Additional attempts are being made to recover funds, plus any applicable fees.
In Research	Customer service is researching a transaction.
Suspended	The system has suspended a transaction because the dollar amount, or number of transactions exceeds the preset limit. Please contact customer service for approval.
Uncollected NSF	The collection system was not able to recover the NSF check.
Disputed	An account holder has disputed the transaction due to fraud. The transaction will be charged back (reversed).
Invalid / Closed Account	A check has been returned because the bank account number was not valid; or the account was closed.

Transaction Status	Definitions
Resolved	An individual with your organization has marked this item as resolved. A transaction will not be processed.

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APPENDIX L

Settlement Status Code Definitions

Settlement Status	Definitions
No Settlement Needed	A transaction did not occur. Funds will not settle into your organization's bank account.
To Be Originated	The transaction is approved and will be transmitted to the applicable network for origination.
Originating	The transaction has been transmitted to the applicable network for origination.
Originated Settlement Pending	The transaction has been originated. Funds settlement into your organization's bank account is pending, based upon the established hold time.
Settled	Funds have settled into your organization's bank account.
Charged Back	A transaction was charged back to your organization's merchant account.

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APPENDIX M

Operation Definitions

Operation	Definitions
Sale	The system was used to accept a payment.
Auth	The system was used to authorize a transaction. A secondary individual with your organization can either Approve, Capture or Void the item.
Auth Only	The system was used only for authorization. A transaction will not be processed.
Credit	The system was used to make or send a payment.
ACH Eligible	The system was used to determine if an item was eligible to be processed as an ACH transaction.
Capture	An individual in your organization has marked an item as Captured, enabling a credit card transaction to be processed.
Void	An individual in your organization has marked an item as Void. A transaction will not be processed.
Refund	An individual in your organization has initiated a refund for the face amount (or less) of a previous transaction.
Force	Real-time gateway only
Reversal	Real-time gateway only
Enquiry	Real-time gateway only
Batch Close	Real-time gateway only
Batch Reconcile	Real-time gateway only
Ping	Real-time gateway only
Admin	Real-time gateway only

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APPENDIX N

Reconciling Bank Statements

This section provides some assistance with reconciling your bank statement the first month after using Payments. Electronic payments can add a complexity to your reconciliation due to the fees and/or reserves that are taken out of payments. Below is the basic workflow for electronic payments in OneSite Leasing & Rents.

Payments Are Posted to the Resident's Ledgers in Real-Time

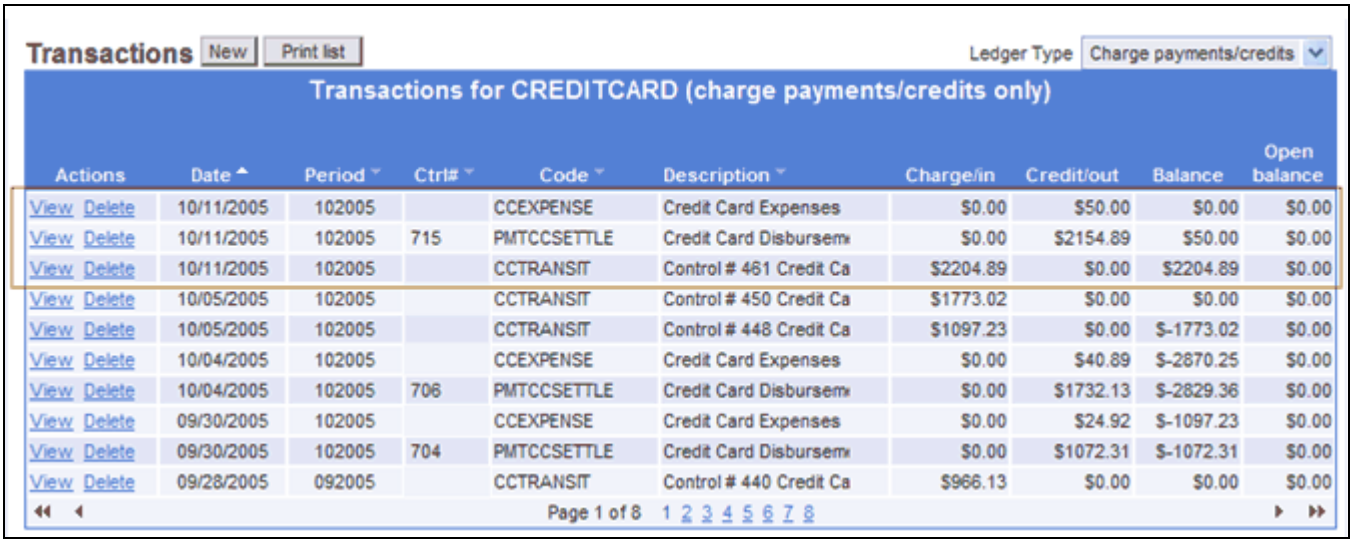
Resident Ledger - **Thomas, John (016)** Find person 120.060.010.005

Ledger Resident ☐ Open only | Print list | Refund | Enter charge | Enter payment | Enter credit | Print

Actions	Unit	Date	Period	Ctrl #	Code	Description	Doc#	Charges	Credits	Balance
View	016	10/06/2005	102005	2	PMTCRED	Payment By Credit Car...	153209		$1243.71	$0.00
View	016	10/01/2005	102005		UTILITY	Utility Charges		$194.71		$1193.71
View	016	10/01/2005	102005		RENT	Rent		$929.00		$999.00
View	016	10/01/2005	102005		GAS	Gas Charge		$30.00		$70.00
View	016	10/01/2005	102005		CABLE	Cable Television Char...		$30.00		$40.00
View	016	10/01/2005	102005		WATER	Water Charge		$10.00		$10.00
View	016	09/02/2005	092005	702	PMTOPACH	Portal ACH payment --...	CJJ63DM11		$1172.05	$0.00
View	016	09/02/2005	092005		OPSVCFEE	Portal ACH payment --...		$2.00		$1172.05
View	016	09/01/2005	092005		UTILITY	Utility Charges		$171.05		$1170.05
View	016	09/01/2005	092005		RENT	Rent		$929.00		$999.00
View	016	09/01/2005	092005		GAS	Gas Charge		$30.00		$70.00
View	016	09/01/2005	092005		CABLE	Cable Television Char...		$30.00		$40.00
View	016	09/01/2005	092005		WATER	Water Charge		$10.00		$10.00
View	016	08/04/2005	082005	709	PMTOPACH	Portal ACH payment --...	8312DXJ11		$1233.29	$0.00
View	016	08/04/2005	082005		OPSVCFEE	Portal ACH payment --...		$2.00		$1233.29
View	016	08/01/2005	082005		UTILITY	Utility Charges		$182.29		$1181.29
View	016	08/01/2005	082005		RENT	Rent		$929.00		$999.00
View	016	08/01/2005	082005		GAS	Gas Charge		$30.00		$70.00
View	016	08/01/2005	082005		CABLE	Cable Television Char...		$30.00		$40.00
View	016	08/01/2005	082005		WATER	Water Charge		$10.00		$10.00
									Balance	$0.00

◀◀ ◀ Page 1 of 3 1 2 3 ▶ ▶▶

Credit Card Settlements Are Posted to Miscellaneous Ledgers as Transactions Are Funded



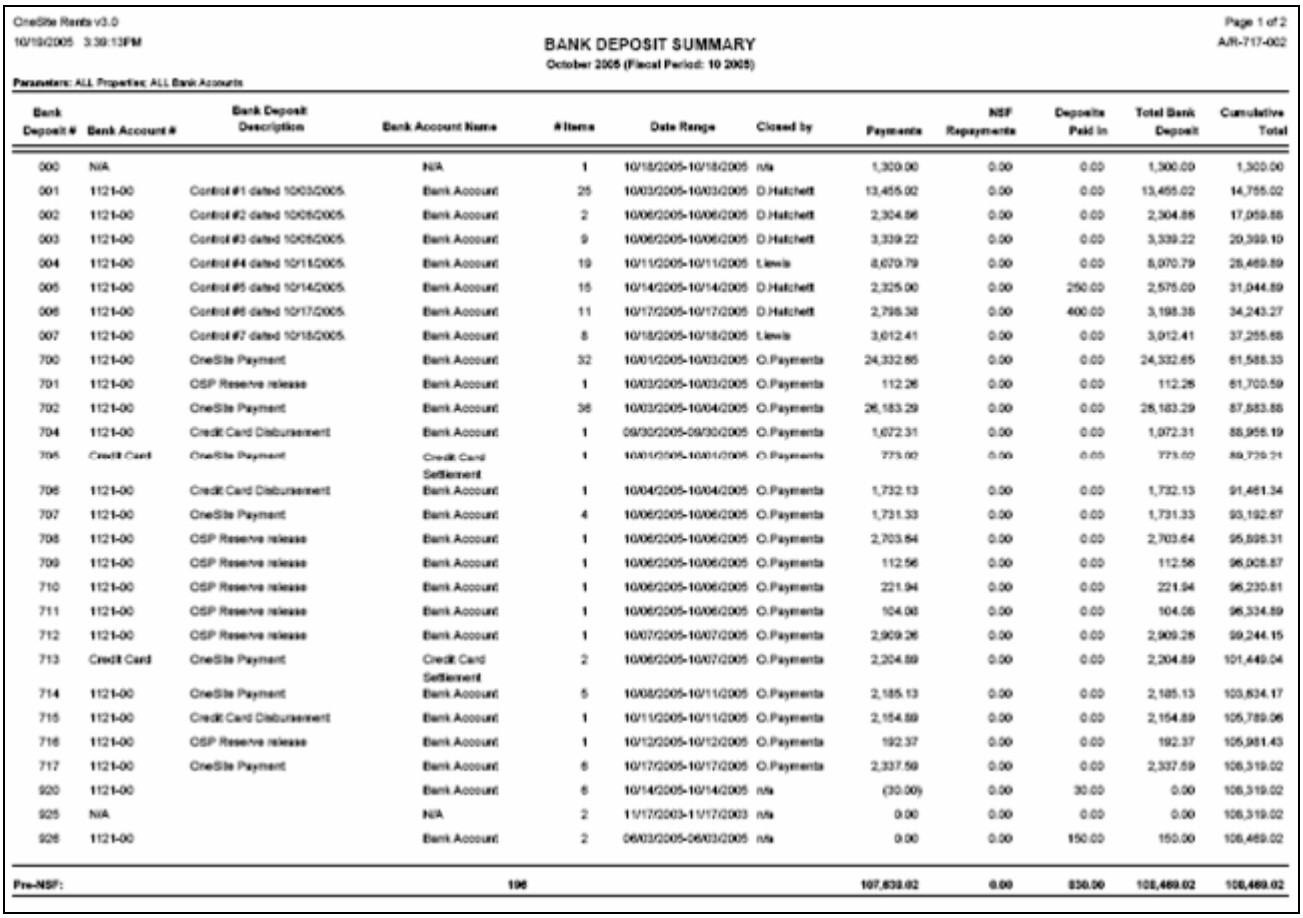
Transactions New Print list Ledger Type Charge payments/credits

Transactions for CREDITCARD (charge payments/credits only)

Actions	Date	Period	Ctrl#	Code	Description	Charge/in	Credit/out	Balance	Open balance
View Delete	10/11/2005	102005		CCEXPENSE	Credit Card Expenses	$0.00	$50.00	$0.00	$0.00
View Delete	10/11/2005	102005	715	PMTCCSETTLE	Credit Card Disbursem	$0.00	$2154.89	$50.00	$0.00
View Delete	10/11/2005	102005		CCTRANSIT	Control # 461 Credit Ca	$2204.89	$0.00	$2204.89	$0.00
View Delete	10/05/2005	102005		CCTRANSIT	Control # 450 Credit Ca	$1773.02	$0.00	$0.00	$0.00
View Delete	10/05/2005	102005		CCTRANSIT	Control # 448 Credit Ca	$1097.23	$0.00	$-1773.02	$0.00
View Delete	10/04/2005	102005		CCEXPENSE	Credit Card Expenses	$0.00	$40.89	$-2870.25	$0.00
View Delete	10/04/2005	102005	706	PMTCCSETTLE	Credit Card Disbursem	$0.00	$1732.13	$-2829.36	$0.00
View Delete	09/30/2005	102005		CCEXPENSE	Credit Card Expenses	$0.00	$24.92	$-1097.23	$0.00
View Delete	09/30/2005	102005	704	PMTCCSETTLE	Credit Card Disbursem	$0.00	$1072.31	$-1072.31	$0.00
View Delete	09/28/2005	092005		CCTRANSIT	Control # 440 Credit Ca	$966.13	$0.00	$0.00	$0.00

Page 1 of 8 1 2 3 4 5 6 7 8

After Fiscal Month-End, the Prior Month's Bank Statement Should Be Generated for Reconciliation



OneSite Rents v3.0 — Page 1 of 2
10/19/2005 3:39:13PM — A/R-717-002

BANK DEPOSIT SUMMARY
October 2005 (Fiscal Period: 10 2005)

Parameters: ALL Properties; ALL Bank Accounts

Bank Deposit #	Bank Account #	Bank Deposit Description	Bank Account Name	# Items	Date Range	Closed by	Payments	NSF Repayments	Deposits Paid In	Total Bank Deposit	Cumulative Total
000	N/A		N/A	1	10/18/2005-10/18/2005	n/a	1,300.00	0.00	0.00	1,300.00	1,300.00
001	1121-00	Control #1 dated 10/03/2005	Bank Account	25	10/03/2005-10/03/2005	D.Hatchett	13,455.02	0.00	0.00	13,455.02	14,755.02
002	1121-00	Control #2 dated 10/05/2005	Bank Account	2	10/06/2005-10/06/2005	D.Hatchett	2,304.86	0.00	0.00	2,304.86	17,059.88
003	1121-00	Control #3 dated 10/05/2005	Bank Account	9	10/06/2005-10/06/2005	D.Hatchett	3,339.22	0.00	0.00	3,339.22	20,399.10
004	1121-00	Control #4 dated 10/11/2005	Bank Account	19	10/11/2005-10/11/2005	Lewis	8,070.79	0.00	0.00	8,070.79	28,469.89
005	1121-00	Control #5 dated 10/14/2005	Bank Account	15	10/14/2005-10/14/2005	D.Hatchett	2,325.00	0.00	250.00	2,575.00	31,044.89
006	1121-00	Control #6 dated 10/17/2005	Bank Account	11	10/17/2005-10/17/2005	D.Hatchett	2,798.38	0.00	400.00	3,198.38	34,243.27
007	1121-00	Control #7 dated 10/18/2005	Bank Account	8	10/18/2005-10/18/2005	Lewis	3,012.41	0.00	0.00	3,012.41	37,255.68
700	1121-00	OneSite Payment	Bank Account	32	10/01/2005-10/03/2005	O.Payments	24,332.65	0.00	0.00	24,332.65	61,588.33
701	1121-00	OSP Reserve release	Bank Account	1	10/03/2005-10/03/2005	O.Payments	112.26	0.00	0.00	112.26	61,700.59
702	1121-00	OneSite Payment	Bank Account	36	10/03/2005-10/04/2005	O.Payments	26,183.29	0.00	0.00	26,183.29	87,883.88
704	1121-00	Credit Card Disbursement	Bank Account	1	09/30/2005-09/30/2005	O.Payments	1,072.31	0.00	0.00	1,072.31	88,956.19
705	Credit Card	OneSite Payment	Credit Card Settlement	1	10/01/2005-10/01/2005	O.Payments	773.02	0.00	0.00	773.02	89,729.21
706	1121-00	Credit Card Disbursement	Bank Account	1	10/04/2005-10/04/2005	O.Payments	1,732.13	0.00	0.00	1,732.13	91,461.34
707	1121-00	OneSite Payment	Bank Account	4	10/06/2005-10/06/2005	O.Payments	1,731.33	0.00	0.00	1,731.33	93,192.67
708	1121-00	OSP Reserve release	Bank Account	1	10/06/2005-10/06/2005	O.Payments	2,703.64	0.00	0.00	2,703.64	95,896.31
709	1121-00	OSP Reserve release	Bank Account	1	10/06/2005-10/06/2005	O.Payments	112.56	0.00	0.00	112.56	96,008.87
710	1121-00	OSP Reserve release	Bank Account	1	10/06/2005-10/06/2005	O.Payments	221.94	0.00	0.00	221.94	96,230.81
711	1121-00	OSP Reserve release	Bank Account	1	10/06/2005-10/06/2005	O.Payments	104.08	0.00	0.00	104.08	96,334.89
712	1121-00	OSP Reserve release	Bank Account	1	10/07/2005-10/07/2005	O.Payments	2,909.26	0.00	0.00	2,909.26	99,244.15
713	Credit Card	OneSite Payment	Credit Card Settlement	2	10/06/2005-10/07/2005	O.Payments	2,204.89	0.00	0.00	2,204.89	101,449.04
714	1121-00	OneSite Payment	Bank Account	5	10/08/2005-10/11/2005	O.Payments	2,185.13	0.00	0.00	2,185.13	103,634.17
715	1121-00	Credit Card Disbursement	Bank Account	1	10/11/2005-10/11/2005	O.Payments	2,154.89	0.00	0.00	2,154.89	105,789.06
716	1121-00	OSP Reserve release	Bank Account	1	10/12/2005-10/12/2005	O.Payments	192.37	0.00	0.00	192.37	105,981.43
717	1121-00	OneSite Payment	Bank Account	6	10/17/2005-10/17/2005	O.Payments	2,337.59	0.00	0.00	2,337.59	108,319.02
920	1121-00		Bank Account	6	10/14/2005-10/14/2005	n/a	(30.00)	0.00	30.00	0.00	108,319.02
925	N/A		N/A	2	11/17/2003-11/17/2003	n/a	0.00	0.00	0.00	0.00	108,319.02
926	1121-00		Bank Account	2	06/03/2005-06/03/2005	n/a	0.00	0.00	150.00	150.00	108,469.02
Pre-NSF:				196			107,833.02	0.00	636.00	108,469.02	108,469.02

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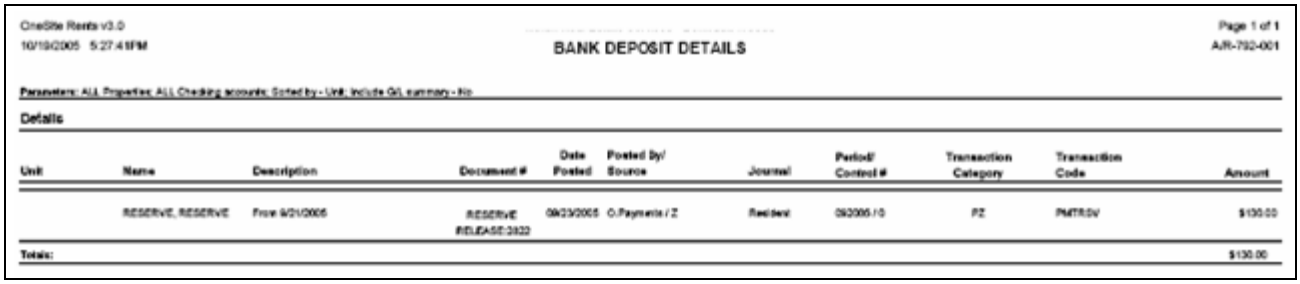
Details for Every Bank Deposit Summary Can Be Found on Bank Deposit Details Report



OneSite Rents v3.0
10/19/2005 5:27:41PM

BANK DEPOSIT DETAILS

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AR-702-001

Parameters: ALL Properties; ALL Checking accounts; Sorted by - Unit; Include GL summary - No

Details

Unit	Name	Description	Document #	Date Posted	Posted By/ Source	Journal	Period/ Control #	Transaction Category	Transaction Code	Amount
	RESERVE, RESERVE	From 9/21/2005	RESERVE RELEASE:2822	09/23/2005	O:Payments / Z	Recieve	09/2005 / 0	PZ	PMTRSV	$130.00
Totals:										$130.00

Balance This Information with Your Bank Statement

Account Statement
Statement Date: May 3, 2002

Page 1 of 2

111-222xxxx

Property A
4210 Sunnyside Lane
Dallas, TX 75000

Questions about this statement or your accounts? Call: 800-869-3557 (1-800-TO-WELLS). Or write: WELLS FARGO BANK, N.A., P.O. BOX 6995, PORTLAND, OR 97228-6995.

INTEREST RATES ARE AMONG THE LOWEST IN YEARS. NOW MAY BE A GOOD TIME TO REFINANCE YOUR CURRENT MORTGAGE OR BUY A NEW HOME. AS A WELLS FARGO BANK CUSTOMER YOU ARE ELIGIBLE FOR A SPECIAL DISCOUNT ON YOUR NEXT HOME LOAN WITH WELLS FARGO HOME MORTGAGE. WELLS FARGO HOME MORTGAGE IS THE NATION'S LENDING MORTGAGE LENDER OFFERING AN EXTENSIVE LINE OF MORTGAGE PROGRAMS TO SERVE YOUR SPECIFIC NEEDS. FOR DETAILS, CALL TODAY 1-877-934-7001, OR VISIT YOUR LOCAL WELLS FARGO BRANCH LOCATION AND MENTION OFFER DMKTASW.

Advantage Checking

Account Number: 111-222xxxx

Activity summary

Balance on 04/04	$4,721.33
Deposits and interest	1,291.34
Withdrawals	- 1,181.88
Balance on 05/03	$4,830.79

Interest you've earned

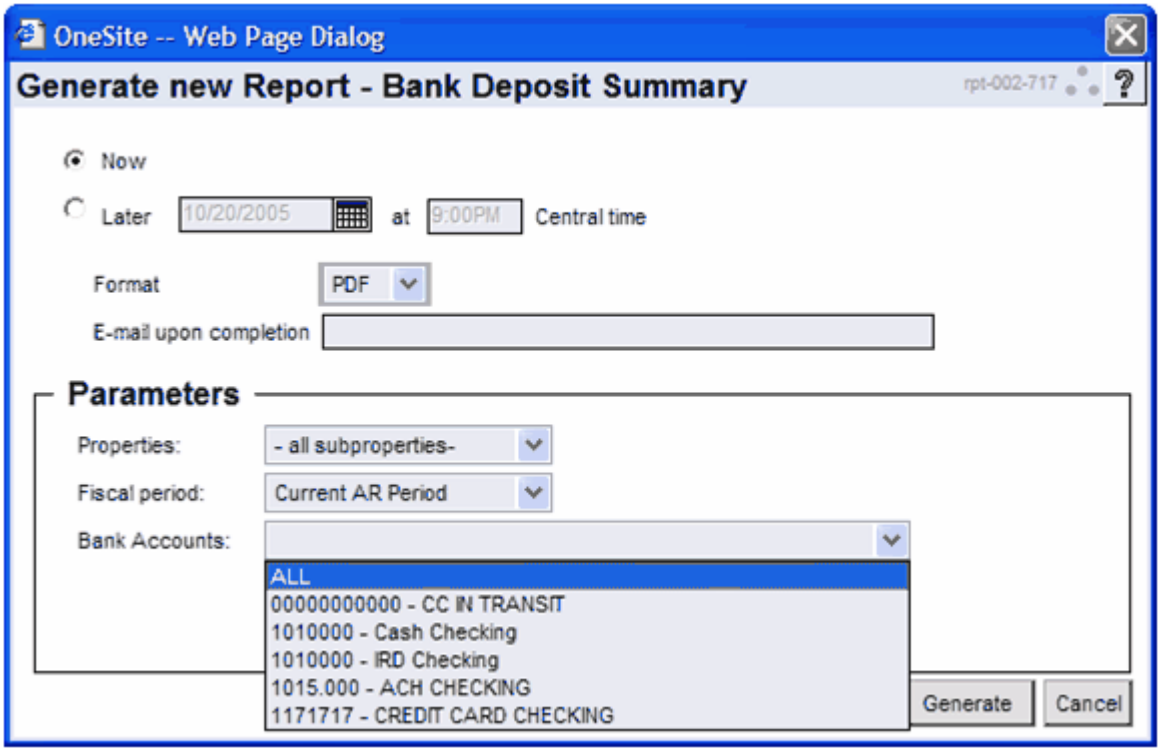
Interest earned this period	$0.22
Average collected balance this period	$3,914.19
Annual percentage yield earned	0.10%
Interest and bonuses paid this year	$2.37

Activity detail
Deposits and interest

Date	Description	Amount
04/29	Deposit	$31.20
04/30	The Insurance Co. Monthly Deposit	48.76
05/03	Us Treasury Smith	820.00
05/03	Us Treasury Smith	389.86
Total deposits and interest		$1,291.34

Tips for Reconciling Your Month-End Statements

1. When you run the *Bank Deposit Summary* report, make sure you choose the bank account that you are trying to reconcile. In many cases the same bank account is used for all payment types. Due to the "CC in Transit" account, at least two bank accounts are listed.



2. Compare the *Bank Deposit Summary* report to your Bank Statement. Keep the following in mind when balancing your statement:

   - The cash payments batch is reduced by the amount of reserves taken out on that day.
   - Reserve releases should be in their own batch and show as their own line item on the bank statement.
   - Credit card settlement transactions should be batched approximately 48 hours after the payment is made. This means that the actual cash deposited that shows up on the bank statement may be two days behind the payment that posts to the resident's ledger. These payments are also less than the original payment amount due to credit card fees. The credit card fees should always be the amount recorded to the PN CCEXPENSE transaction code on the miscellaneous income ledger.
   - Transactions posted near the end of your bank account cycle may not appear on the bank statement.
   - Transactions posted on the last day of the fiscal month may appear in the next fiscal period if the batch close does NOT occur before the period close is completed.

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- The “CC in Transit” bank account is not really cash, so there is no need to reconcile this account. The G/L account code will wash when the settlement transactions are recorded in the general ledger.

Glossary of Terms

A

ACH

The Automated Clearing House (ACH) Network is a batch processing, storage, and forwarding system. ACH transactions provide faster processing than paper checks, since paper checks must be physically handled. Instead of using paper to carry necessary transaction information, ACH transactions are transmitted electronically between financial institutions through data transmission. RealPage Payments can process the following types of ACH transactions:

- ARC
- PPD
- Recurring
- Web

ARC

Accounts receivable collection (ARC) is one of the ACH transaction types. Property managers can streamline their accounts receivable collections by converting checks into ACH transactions. Using a small desktop scanner through RealPage Payments, property managers can scan a paper check to initiate a one-time electronic debit to the resident's bank account.

C

Check 21

The Check 21 Initiative was signed into law in Q4 2005, due to air transportation delays caused by the 9/11 terrorist attacks that resulted in billions of dollars in suspended check clearings. In the aftermath, Congress passed Check 21 to reduce the payment system's dependence on the physical transportation of checks and to aid in reducing the associated risks and costs. One of the goals of Check 21 is to encourage the nation to make great use of image-exchange technology without mandating image exchange. Payments supports the Check 21 Initiative and processes all items electronically; meaning any U.S. check drawn on U.S. funds.

N

NACHA

The ACH Network is governed by NACHA (National Automated Clearing House Association). NACHA was formed to establish a national set of standards, rules, and procedures governing ACH payments. The RealPage system is designed to operate in full NACHA compliance. However, many NACHA stipulations must be carried out by you, the Merchant, Originator, or site personnel, because the Merchant is the Originator of ACH transactions.

O

ODFI

The ACH processor submits ACH transactions as late as 7:00 P.M. Central Time to an ACH clearing bank, also referred to as an Originating Depository Financial Institution (ODFI). The ODFI is nothing more than a central clearing bank for ACH transactions.

P

PPD

Prearranged payment and deposit (PPD) is one of the ACH transaction types. PPD items, also known as single debit, are signed, written authorizations from residents. You can use Payments for a single debit to the resident's bank account.

R

RDFI

RDFI stands for the receiving depository federal institution. This is the resident's bank. When you order Payments, the ACH transactions are processed through the central clearing account with our ODFI. Funds are deposited in the owner's bank account the next business day—less for those accounts that are not at risk for returns. The ODFI then transmits the file containing ACH debits to each resident's bank, also referred to as the RDFI. The RDFI has up to 48 hours from the effective date of the transaction to determine whether the resident's bank account has sufficient funds to cover the ACH debit or if it should be returned for another reason such as closed account, wrong account, account frozen, etc.

Recurring

Recurring is one of the ACH transaction types. With Payments, you can automatically debit resident bank accounts for a recurring amount each month by having residents sign a recurring debit authorization form.

W

Web

An Internet initiated entry, or Web, is one of the ACH transaction types. This is a single or recurring entry to the resident's account pursuant to an authorization through the Internet. The Payments Resident Portal is an option allowing residents to pay rent or other charges online.

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